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ABSTRACT

This curriculum guide provides materials for a course in passenger transportation and travel. The four-credit, competency-based program provides students with skills necessary to obtain employment in the aviation industry, travel agencies, hotel/motel management, and car rental agencies. An overview of vocational-technical education at the school is first presented. These elements for the 2-year course are provided: program description; scope and sequence; course outline; task listing; Dictionary of Occupational Titles (DOT) listing--entry level; DOT listing--additional training; occupational analysis grid, correlating tasks with DOT occupations; student competency rating sheet; grade requirements; and lists of textbooks, workbooks, reference books, and audiovisual materials used in the program. Year A content (510 hours) includes introduction to travel; vacation lands; reservations; special assistant representative; baggage; marketing; hotel rental; flight attendant; customer relations; professional development; computer skills; job search; and job survival skills. Year B content (510 hours) includes introduction to tourism; vacation lands; ticket agent; gate agent; travel agency; international ticketing; fleet service; speech; customer relations; appearance; computer skills; job search; and entrepreneurship. Course materials on these topics are attached: fares; fare bases codes; guaranteed air fare; and generating a system (priced ticket). (YLB)

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N

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MT. LEBANON
QUAKER VALLEY
SOUTH FAYETTE

W

E

KEYSTONE OAKS
MONTOUR
MOON AREA

STO-ROX
UPPER ST. CLAIR
WEST ALLEGHENY

S

AREA VOCATIONAL-TECHNICAL SCHOOL
— THE DIRECTION TO GO —

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CURRICULUM GUIDE

for

PASSENGER TRANSPORTATION and TRAVEL

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FINAL REPORT

CURRICULUM UTILIZATION

PASSENGER TRANSPORTATION AND TRAVEL

CONTRACT NUMBER 85-9032

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JUNE 30, 1989

PENNSYLVANIA DEPARTMENT OF EDUCATION
BUREAU OF VOCATIONAL AND ADULT EDUCATION

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

CURRICULUM GUIDE FOR

PASSENGER TRANSPORTATION & TRAVEL

TABLE OF CONTENTS

PAGE

OVERVIEW

Organization 1

Course Substitution 1

Articulation Agreements 2

Coordination of Vo-Tech Programs 2

Student Support 3

Cooperative Education 3

Adult Education 4

Competency Based Vocational Education 5

Course Content 6

Validation 6

Implementation 7

Evaluation 7

ELEMENTS OF A PLANNED COURSE

Program Description 9

Scope and Sequence 10

Course Outline 12

Task Listing 18

Performance Objectives 38

D.O.T. Listing - Entry Level 88

D.O.T. Listing - Additional Training 90

TABLE OF CONTENTS (continued)

PAGE

Occupational Analysis Grid 92

Student Competency Rating Sheet 152

Grade Requirements 160

Textbooks 166

Workbooks 167

Reference Books 168

Audio Visuals 169

PROGRAM DOCUMENTS

Fares 171

Fare Bases Codes 197

Guranteed Air Fare 208

Generating A System (Priced Ticket) 210

OVERVIEW OF VOCATIONAL-TECHNICAL EDUCATION

ORGANIZATION

Parkway West Area Vocational-Technical School is comprised of twelve participating districts that include: Carlynton, Chartiers Valley, Cornell, Keystone Oaks, Montour, Moon Area, Mt. Lebanon, Quaker Valley, South Fayette, Sto-Rox, Upper St. Clair and West Allegheny. Twenty-two vocational-technical programs are offered to 11th and 12th grade students as well as adults within the participating districts. Students participate in vocational education one-half day at the AVTS and participate in academic education one-half day at their home school district.

VOCATIONAL TECHNICAL PROGRAM OFFERINGS

- Accounting
- Air Conditioning
- Airline Occupations
- Auto Body Repair
- Auto Mechanics
- Carpentry
- Commercial Baking
- Cosmetology
- Culinary Arts
- Data Processing
- Drafting and Design
- Electrical Construction and Maintenance
- Electronics Technology
- Graphic Arts
- Health Assistant
- Machine Tool Technology
- Marketing Technology
- Masonry
- Materials Management and Distribution
- Meat Cutting
- Secretarial-Office Procedures
- Welding

Students who complete all program requirements receive four credits each year toward high school graduation. During the 86-87 school year, Parkway West School's Curriculum Council identified academic components found in each vo-tech program. After review and acceptance by the superintendents, course substitution was granted beginning with the 87-88 school year.

COURSE SUBSTITUTION

With the increase in the number of credits required for high school graduation as listed in Chapter 5 - Curriculum Regulations of the Pennsylvania State Board of Education, our participating school districts determined that it would be necessary to develop a procedure that would ensure continuing flexibility necessary for their students to schedule a program of studies at the vo-tech.

The Superintendents appointed a Curriculum Committee and assigned them the tasks of reviewing the number of credits awarded for completing a program at the vo-tech and determining the components of academic credit contained in each. The committee's members were comprised of school district personnel knowledgeable in the area of curriculum development.

After analyzing each of the vo-tech's 22 programs, it was determined that the 510 hours of instruction per year contained four planned courses, each 120 hours in length, and three academically related courses over two years that varied by program.

On the left side of the occupational analysis grid in each program area, the following codes identify the related academic components:

C	Communications or Applied English
M	Business Math or Applied Math
CL	Computer Literacy
H	Humanities
S	Applied Science

In the Marketing Technology Program, the following hours have been identified and can be substituted for one academic credit in each respective area:

C	268 hours
M	219 hours
H	190 hours

ARTICULATION AGREEMENTS BETWEEN PARKWAY WEST SCHOOL AND COMMUNITY COLLEGE OF ALLEGHENY COUNTY

Students who complete program requirements, by maintaining a C or better grade and meet Community College of Allegheny County's program admission standards can receive advanced standing in the following programs:

- Accounting
- Air Conditioning
- Auto Mechanics
- Carpentry
- Culinary Arts
- Data Processing
- Drafting and Design
- Electrical Construction and Maintenance
- Electronics Technology
- Health Assistant
- Machine Tool Technology
- Marketing Technology
- Secretarial-Office Procedures
- Welding

If applicable, a copy of the articulation agreement is attached.

COORDINATION OF VOCATIONAL-TECHNICAL PROGRAMS WITHIN THE SCHOOL

1. Accounting, Data Processing, and Secretarial-Office Procedures programs rotate students for three weeks to utilize the expertise of each instructor and avoid duplication of instructional services. The accounting instructor teaches basic accounting principles; the data processing instructor presents information on dBase and spreadsheets; and the secretarial-office procedures instructor provides instruction in business English and office psychology to all students in the business cluster.

2. Air Conditioning, Masonry, Carpentry, and Electrical Construction and Maintenance students construct a modular home and complete various maintenance projects in the school building and on the school grounds.

3. Meat Cutting, Commercial Baking, and Culinary Arts students prepare meals for all school activities and coordinate the operation of the food service store and restaurant.

4. Health Assistant and Secretarial-Office Procedures students rotate for one week to utilize the expertise of each instructor. The health assistant instructor presents medical terminology and the secretarial-office procedures instructor provides an introduction to word processing for resume writing.

5. The Drafting and Design students work with the Carpentry, Masonry, Electrical Construction and Maintenance, Welding, Air Conditioning, and Machine Tool programs, working drawings for students and "live work" projects. Specific examples include: preparing Modular House, the Storage Garage, entrance gates, classroom and shop lay-outs.

6. The Electronics Technology Program is responsible for inventory, storage, repair and maintenance of all audio visual equipment used in the school.

7. The Marketing Technology Program interacts with other programs in the school through various activities that include: creating displays throughout the building, designing the Student Yearbook, and operating the school stores.

STUDENT SUPPORT PROGRAM

Supplemental support services are provided to disadvantaged and handicapped students in the areas of study skills, test modification, and attitude adjustments. The Learning Resource Center is available for study purposes, assistance, and provides additional support for students with paraprofessionals in each vo-tech program area.

COOPERATIVE EDUCATION

Students who have the instructor's recommendation, have completed required competencies, maintained good attendance, and have identified a job that matches a career objective are eligible to participate in the Cooperative Education Program. Training plans and agreements are completed by the employer, teacher, and teacher of cooperative education. Related theory instruction is provided every two weeks focusing on problems and work related matters.

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ADULT EDUCATION

All 22 vocational-technical programs are open to adult enrollment. Funding is provided through JTPA, TRA, personal tuition, and other sources.

4

COMPETENCY BASED VOCATIONAL EDUCATION

AT

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

Competency Based Vocational Education at Parkway West Area Vocational-Technical School is designed to provide skills, knowledge, and attitudes for entry level employment, as well as a basis for future goals in the vocational-technical career. In this delivery model, instruction can be tailored to accommodate individual differences and needs of a diverse student population.

In developing a Competency Based Model, a number of steps must be taken. Listed below are the steps of Competency Based Vocational Education and Elements of a Planned Course found in the curriculum guide for each vo-tech program. Parkway West School instructors, along with their occupational advisory committees, have developed a list of appropriate entry field competencies for each Dictionary of Occupational Titles listing found on the occupational grid. Students must complete the competencies related to their career goal. A flexible schedule gives the student and instructor a sense of pace which allows time to complete a program appropriate to each student's personal goals and abilities.

ELEMENTS OF A PLANNED COURSE

CBVE	P.W.A.V.T.S.
1. Define the scope of the course	Program Description
2. Validate occupational competencies with the Advisory Committee	1. Scope and Sequence (Content & Instructional time) Time Allocations indicate a target or suggested amount of instructional time in terms of hours to be spent on each section.
	2. Course Outline All curricula must identify related academic skills to include: applied math, communications, applied science, employment preparation, computer literacy and safe instruction.
	3. Task Listing (describes what the student will do) Academic components identified in the program are equated to 1 credit for each 120 hours instruction.

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	4. Occupational Analysis The Occupational Advisory Committee for each program recommends content and performance objectives relevant to current labor market needs.
3. List Performance Objectives	Each task is converted into performance objectives to include the condition, behavior, and criteria for which the task is completed.
4. Identify Sequential Steps	Learning Packages are developed for each task to include performance guides and supplementary materials. Curriculum materials will be modified to meet the individual needs of the students.
5. Determine Resources	A list of audio-visual materials and reference books is available for each program.
6. Assess Student Performance	Minimum level of achievement for each required competency is identified.
7. Identify Instructional Program	A competency rating sheet is developed based upon a student's career goals.

COURSE CONTENT

Many resources were referenced to develop the competencies for each program at Parkway West School including: V-TECS, University of Oklahoma, Middle States Curriculum Consortium, Employers, Graduates, and various textbooks and reference materials from commercial publishers.

VALIDATION OF THE COMPETENCY BASED EDUCATION

Annually, each program's Occupational Advisory Committee reviews the curriculum, equipment, and shop facilities. Recommendations are made to ensure that the instructional content of each program provides training to students that meet the demands of the current labor market.

The Occupational Advisory Committee members visit the program during the school year to observe the class; provide input into the program; review materials; validate entry level competencies; and present employment information to students.

IMPLEMENTATION OF COMPETENCY BASED EDUCATION

The Passenger Transportation and Travel Program offers four credits toward high school graduation. Marketing, Hotel and Car Rental, Vocational Customer Relations, Travel Agency Operations, and Entrepreneurship are the major areas of instruction provided to the students. Each student has an opportunity to complete the critical skills needed for a particular job that meets their career goals. Individual and group instruction is provided.

Each student is informed in advance what is required to achieve the specific objective for each identified competency. An individualized plan is created and student's progress at his/her own rate. The instructor monitors the progress via use of charts. A Competency Rating Sheet is kept on file, and is made available upon graduation.

EVALUATION OF COMPETENCY BASED EDUCATION

The Passenger Transportation and Travel Program is evaluated by assessing whether or not:

1. Over 85 % of student completers of the two year training program obtain a grade of D or above.
2. Over 87 % student completers are placed in employment, further their education, or enter the military.
3. Over 80 percent of the recommendations made by the Occupational Advisory Committee are implemented the program.
4. 100 percent of the program's curriculum, equipment, and instructional materials are approved by the Occupational Advisory Committee.

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ELEMENTS OF A PLANNED COURSE

Will PASSENGER TRANSPORTATION AND TRAVEL give you a high flying career?

Interested? . . . . . Do you have good physical stamina?
have good math ability?
have patience and enjoy people?
have a good attendance record?
have a pleasing and neat appearance?
have the ability to handle detail work?
have good verbal communication skills?

Still interested? Then you should know the following information . . .

PROGRAM OBJECTIVE: The Passenger Transportation and Travel program provides students with skills necessary not only to obtain employment in the aviation industry, but also in the related travel field including travel agencies, hotel/motel management, and car rental agencies. Students learn to operate equipment and follow procedures that require speed and accuracy to handle the ever-increasing volume of air travel. Competency based instruction is provided.

PROGRAM DESCRIPTION: The Passenger Transportation and Travel Program will train students in the areas of airline reservations, ticket sales, travel agents, flight attendants, cargo, baggage and ramp service, and operations/load control. Computer applications will be included relating to all areas of ticketing and reservations. Customer relations and communication skills will be stressed, as well as proper grooming. History of the airline industry, trade terminology, and government rules and regulations will be covered. Students will also learn proper safety procedures and become familiar with all equipment and functions of various types of aircraft. In addition to the related theory, students will gain hands-on-experience at the USAir Training Center and Simulator Center, and participate in field trips to observe USAir operations. Students are provided experiences and instruction based upon an occupational analysis which identifies skills, attitudes, and technical knowledge needed to satisfy initial employment requirements. Student leadership competencies are integrated through experiences, through the student council activities, program pinning ceremonies, and an internship in the community.

CAREER OPPORTUNITIES: In a world where people are traveling more than ever for business or pleasure, the travel industry offers rewarding career opportunities. As the airlines expand, opening greater passenger and freight markets, there is an on going need for highly skilled personnel to become travel agents, ticketing agents, cargo and ramp agents. In addition, the hotel, rent a car, bus, cruise lines, and airline food service industries are related fields that require many of the same skills covered in the Passenger Transportation and Travel Program.

RELATED OCCUPATIONS:

Customer Service Agent
Appliance Dispatcher
Airplane Dispatcher
Car Rental Company
Hotel/Motel Clewrk
Sightseeing Guide
Baggage Agent
Weather Clerk
Travel Agent

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PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL -- YEAR A

CIP CODE 08.1101

SCOPE AND SEQUENCE

UNIT	MAJOR DIVISIONS	HOURS
I	INTRODUCTION TO TRAVEL	28
II	VACATION LANDS	28
III	RESERVATIONS	88
IV	SPECIAL ASSISTANT REPRESENTATIVE	30
V	BAGGAGE	30
VI	MARKETING	28
VII	HOTEL RENTAL	28
VIII	FLIGHT ATTENDANT	88
IX	CUSTOMER RELATIONS	28
X	PROFESSIONAL DEVELOPMENT	20
XI	COMPUTER SKILLS	28
XII	JOB SEARCH	28
XIII	JOB SURVIVAL SKILLS	28
	TRAVEL TIME TO OTHER FACILITIES	30
	TOTAL	510

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL -- YEAR B

CIP CODE 08.1101

SCOPE AND SEQUENCE

UNIT	CONTENTS	HOURS
I	INTRODUCTION TO TOURISM	28
II	VACATION LANDS	28
III	TICKET AGENT	58
IV	GATE AGENT	58
V	TRAVEL AGENCY	58
VI	INTERNATIONAL TICKETING	20
VII	FLEET SERVICE	78
VIII	SPEECH	20
IX	CUSTOMER RELATIONS II	28
X	APPEARANCE II	20
XI	COMPUTER SKILLS II	28
XII	JOB SEARCH II	28
XIII	ENTREPRENEURSHIP	28
	TRAVEL TIME	30
		510

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL -- YEAR A

CIP CODE 08.1101

COURSE OUTLINE

UNIT

I INTRODUCTION TO TRAVEL

A. Travel industry
B. Job opportunities in travel industry
C. Geographical areas
D. Transportation codes and names
E. Transportation terminology
F. Time formats

II VACATION LANDS I

A. The continental United States
B. Canada
C. Mexico
D. South America
E. Caribbean and Bermuda

III RESERVATIONS

A. The role of an airline reservations sales agent
B. Identification of aircraft
C. Utilization of CRT to prepare a PNR
D. Computation of air fares
E. Completion of seat section
F. Customer service techniques by telephone
G. Reservations sales

IV SPECIAL ASSISTANCE REPRESENTATIVE

A. The role of a special assistance representative
B. Major airports
C. RAP messages
D. Procedures for serving the handicapped
E. Procedures for serving U.N.A.C.'s
F. Special assistance transfers

V BAGGAGE

A. Baggage service operations
B. Role of sky cap
C. Role of airline baggage attendants
D. Baggage checking procedures
E. Baggage tracking procedures
F. Baggage handling procedures

VI MARKETING

A. The elements of marketing
B. Advertising techniques
C. Sales techniques
D. Public relations procedures
E. Brochures
F. Media techniques

VII HOTEL RENTAL

A. The history, nature and growth of hospitality industry
B. Career opportunities in hospitality industry
C. Types of operations
D. Hotel departments
E. Layout and design of facilities
f. Guest service duties

VIII FLIGHT ATTENDANT

A. The role of an airline flight attendant
B. The theory of flight
C. Announcements and demonstrations
D. Flight attendant duties
E. Food service procedures
F. Emergency procedures
G. In-flight procedures
H. A first aid course

IX CUSTOMER RELATIONS

A. Customer types
B. Oral communications skills
C. Body language
D. Customer service techniques

X PROFESSIONAL DEVELOPMENT

A. Good personal hygiene practices
B. Proper skin care techniques
C. Proper hair care techniques
D. Professional make-up techniques
E. Good posture
F. Proper diet habits
G. A professional manicure
H. A professional dress code

XI COMPUTER SKILLS

A. Basic computer literacy skills
B. A computer keyboard
C. Typing skills
D. Basic word processing techniques

XII JOB SEARCH

A. A job hunting system
B. A cover letter
C. A resume
D. An application
E. An interview

XIII JOB SURVIVAL SKILLS

A. Required office etiquette
B. Business communications skills
C. Good work habits
D. A positive self-image
E. Assertiveness
F. Stress management techniques

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL -- YEAR B

CIP CODE 08.1101

COURSE OUTLINE

UNIT

I INTRODUCTION TO TOURISM

- A. Travel industry
- B. Job opportunities in travel industry
- C. Geographical areas
- D. Transportation codes and names
- E. Transportation terminology
- F. Time formats

II VACATION LANDS

- A. Visiting Europe
- B. Visiting Africa
- C. Visiting Asia
- D. Visiting Australia
- E. Visiting Hawaii and Alaska

III TICKET AGENT (Airline)

- A. The role of an airline ticket agent
- B. Identification of aircraft
- C. Tickets
- D. Boarding passes
- E. Air fares
- F. Form of payment techniques
- G. Refunds, reissues and revalidation
- H. Customer service techniques
- I. Passenger ticketing services

IV GATE AGENT (Airline)

- A. The role of an airline gate agent
- B. Advanced boarding control procedures
- C. Irregular boarding procedures
- D. Customer service techniques

V TRAVEL AGENCY

A. The role of a travel agency
B. Travel documents
C. Airline guides, travel planners, hotel indexes
D. Itineraries and cruises
E. Customer service techniques
F. Travel arrangement preparation

VI INTERNATIONAL TRAVEL PROCEDURES

A. Computation of international fares
B. International tickets
C. Travel documents preparation
D. State customs regulations
E. Ground transportation regulations
F. Foreign currencies

VII FLEET SERVICE

A. The role of a cargo agent
B. Airway bills
C. Air cargo fees
D. Air cargo handling procedures
E. Air cargo transactions
F. The role of an airline ramp agent
G. Hartford ramp safety program
H. Ramp safety book
I. Aircraft familiarization chart
J. Ramp operation
K. The role of an operations/load control agent
L. Airline communications system
M. Departure control activities
N. Weather reports
O. Take-off weights
P. Weight and balance

VIII SPEECH

A. A favorable first impression
B. Good delivery techniques
C. A speech
D. A speech

IX CUSTOMER RELATIONS

A. Customer types
B. Oral communications skills
C. Body language
D. Customer service techniques

X PROFESSIONAL DEVELOPMENT

A. Good personal hygiene practices
B. Appropriate skin care techniques
C. Appropriate hair care techniques
D. Appropriate make-up techniques
E. Good posture
F. Proper diet habits
G. A professional manicure
H. A professional dress code

XI COMPUTER SKILLS

A. Basic computer literacy skills
B. A computer keyboard
C. Typing skills
D. Basic word processing techniques

XII JOB SEARCH

A. A job hunting system
B. Cover letter preparation
C. Resume preparation
D. Completion of applications
E. Interviews

XIII ENTREPRENEURSHIP

A. The nature of a small business
B. A business plan
C. Types of ownership and legal responsibilities
D. Your business
E. Your own business
F. Financial records
G. Employer/employee relations
H. Your business

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL -- YEAR A

CIP CODE 08.1101

TASK LISTING

UNIT

I INTRODUCTION TO TRAVEL

A. Travel industry
   1. Recognize organization of transportation businesses
   2. Cite travel industry history
   3. Identify government agency function
   4. Describe airport facilities
   5. Describe travel agency facilities
   6. Describe bus depot/train station facilities
   7. Describe car rental/parking facilities
   8. Describe hotel facilities
   9. Describe convention/visitor bureaus
   10. Define the effects of deregulation

B. Job opportunities in travel industry
   1. Identify airline occupations
   2. Identify travel agency occupations
   3. Identify bus/train company occupations
   4. Identify car rental/parking company occupations
   5. Identify hotel, convention/visitor bureau occupations

C. Geographical areas
   1. Identify the 7 continents
   2. Identify major cities, international
   3. Identify the major bodies of water
   4. Identify the 50 states of the United States
   5. Identify major cities in North America

D. Transportation codes and names
   1. Write the 50 2-letter state codes
   2. Decode 150 city/airport codes
   3. Code 150 city/airport names
   4. Decode air carrier codes
   5. Code air carrier names
   6. Translate airport names from cities and states
   7. Translate cities and states from airport names

E. Transportation terminology
   1. Define airline terminology
   2. Define travel agency terminology
   3. Define bus/train company terminology
   4. Define car rental/parking company terminology
   5. Define hotel, convention/visitor bureau terminology

F. Time formats
   1. Compute 24-hour clock time
   2. Identify global time zones
   3. Compute Greenwich Mean Time

II VACATION LANDS I

A. The continental United States
    1. describe the geography
    2. describe the climate
    3. describe the culture
    4. describe the tourist attractions
B. Canada
    1. describe the geography
    2. describe the climate
    3. describe the culture
    4. describe the tourist attractions
C. Mexico
    1. describe the geography
    2. describe the climate
    3. describe the culture
    4. describe the tourist attractions
D. South America
    1. describe the geography
    2. describe the climate
    3. describe the culture
    4. describe the tourist attractions
E. Caribbean and Bermuda
    1. describe the geography
    2. describe the climate
    3. describe the culture
    4. describe the tourist attractions

III RESERVATIONS

A. The role of an airline reservations sales agent
    1. Define the sales job function
    2. Describe a reservation center
    3. State the hub concept
    4. State the commuter theory
    5. Define reservation sales terms
B. Identification of aircraft
    1. Identify a BAC-111
    2. Identify a DC-9
    3. Identify a Boeing 737
    4. Identify a Boeing 727
    5. Identify a Boeing 747
    6. Identify a L10-11
    7. Identify a DC-10
    8. Identify a Boeing 757
    9. Identify a Boeing 767
    10. Identify a Concord
    11. Identify an Air Bus
    12. Identify an MD-80

C. Utilization of CRT to prepare a PNR
    1. Compute availability entries
    2. Decipher availability displays
    3. Compute Eagle entries
    4. Complete Eagle lessons
    5. Compute city/airline decoder entries
    6. Compute "flifo" entries and interpret
    7. Sell/waitlist from availability
    8. Compute Segment Sell/Waitlist entries
    9. Create a P.N.R.
    10. Modify passenger data on a P.N.R.
    11. Modify itineraries on a P.N.R.
    12. Retrieve a P.N.R.
    13. Interpret history data
    14. Compute the remarks field
    15. Compute the message field
    16. Compute a P.N.R. reduction
    17. Compute a P.N.R. division
D. Computation of air fares
    1. Enter far quote statements into computer
    2. Read far quote displays
    3. Quote fares to passengers
    4. Interpret fare rules
    5. Construct excursion fares
    6. Construct special passenger fares
    7. Construct circle trip fares
    8. Construct open jaw fares
    9. Enter itinerary pricing statements into C.R.T.
    10. Read itinerary pricing displays
    11. Price itineraries
E. Completion of seat section
    1. Interpret seat field headers
    2. Read seat field displays
    3. Select seats for conditional passengers
    4. Modify seat selections
F. Customer service techniques by telephone
    1. Demonstrate an initial greeting
    2. Demonstrate questioning techniques
    3. Demonstrate information interpretation
    4. Demonstrate confirmation techniques
    5. Demonstrate the closing
G. Reservations sales
    1. Role-play a call asking for flight data
    2. Role-play a call asking for fare data
    3. Role-play a reconfirmation code
    4. Role-play a change of plan call
    5. Role-play a complaint call

IV SPECIAL ASSISTANCE REPRESENTATIVE

A. The role of a special assistance representative
   1. Cite the meaning of connecting passenger
   2. Cite the meaning of flight banks
   3. State the definition of special assistance passengers

B. Major airports
   1. Describe Greater Pittsburgh International Airport (Pitt)
   2. Describe DCA and IAD
   3. Describe ORD
   4. Describe ATL
   5. Describe LAX
   6. Describe IAH
   7. Describe JFK

C. RAP messages
   1. Decode R.A.P. message
   2. Compute a R.A.P. message entry, outbound
   3. Pull a R.A.P.
   4. Interpret an in-coming R.A.P.

D. Procedures for serving the handicapped
   1. Care for a blind passenger
   2. Demonstrate care for a deaf passenger
   3. Demonstrate care for a paralyzed passenger
   4. Demonstrate care for a stroke victim passenger
   5. Demonstrate care for a non-English speaking passenger
   6. Demonstrate care for a fearful flyer

E. Procedures for serving U.N.A.C.'s
   1. Define the unaccompanied child
   2. Complete the unaccompanied child form
   3. Describe the S.A.R. room facilities

F. Special assistance transfers
   1. Demonstrate the transfer of a blind passenger
   2. Demonstrate the transfer of a deaf passenger
   3. Demonstrate the transfer of a paralyzed passenger
   4. Demonstrate the transfer of a stroke victim passenger
   5. Demonstrate the transfer of a non-English speaking passenger
   6. Demonstrate the transfer of a fearful flyer
   7. Demonstrate the transfer of an unaccompanied child

V BAGGAGE

A. Baggage service operations
   1. Observe baggage department in airport
   2. Identify baggage service equipment
   3. Define baggage acceptance policy
   4. Describe on-line, off-line and connecting service

B. Role of sky cap
   1. Observe sky caps at airport
   2. Describe sky cap service equipment
   3. Define baggage acceptance policy

C. Role of airline baggage attendants
    1. Observe baggage attendants at airport
    2. Recognize all baggage attendants at airport
    3. List baggage allowance criteria
    4. Prepare excess baggage tickets
    5. List regulations of pet services
D. Baggage checking procedures
    1. Greet passenger with baggage
    2. Prepare bag tags
    3. Demonstrate attendant/passenger interaction
    4. Complete computer entries on P.N.R.
E. Baggage tracking procedures
    1. Complete a last/damaged report
    2. Interpret computrac reports
F. Baggage handling procedures
    1. Check-in baggage for a scheduled flight
    2. Check-in excess baggage
    3. Check-in luggage for problem passengers
    4. Role play check-in of pets

VI MARKETING

A. The elements of marketing
    1. Define the service
    2. Define the method of distribution
    3. Define the method of pricing
    4. Define the means of promotion
    5. Define personal selling
    6. Define advertising
    7. Define the market location
B. Advertising techniques
    1. Give examples of advertising to snob appeal
    2. Give examples of advertising to peer identification
    3. Give examples of advertising to cultural trends
    4. Give examples of advertising to health, pleasure, and her needs and wants
C. Sales techniques
    1. Describe the sales approach
    2. Determine customer needs and wants
    3. Handle customer objections
    4. Close the sale
    5. Sell by suggestion and reassurance
D. Public relations procedures
    1. Describe newsletters
    2. Describe news releases, travel articles, feature stores
    3. Describe public speaking assignments
    4. Describe promotional special events
E. Brochures
    1. Describe features of brochures
    2. Determine size and layout of brochure
    3. Determine theme and text of brochure
    4. Analyze assembled brochure

F. Media techniques
    1. Analyze written text materials for media
    2. Present a television ad
    3. Present a radio ad
    4. Analyze novelties and point-of-purchase materials

VII HOTEL RENTAL

A. The history, nature and growth of hospitality industry
    1. Describe early inns
    2. Describe the "Mom and Pop" motels
    3. Describe the growth of the chain hotel/motels
B. Career opportunities in hospitality industry
    1. Describe early inns
    2. Describe management development programs
    3. Describe "promotion from within" policy
C. Types of operations
    1. Describe a deluxe hotel
    2. Describe an all-suite hotel
    3. Describe a spa/resort hotel
    4. Describe a bed and breakfast inn
D. Hotel departments
    1. Define Human Resources
    2. Define the food and beverage department
    3. Describe the housekeeping department
    4. Define the front office department
    5. Define the reservations department
    6. Define the sales and marketing department
    7. Define the engineering department
E. Layout and design of facilities
    1. Sketch types of rooms/suites
    2. Sketch types of lobbies
    3. Sketch restaurants
    4. Sketch outdoor facilities
F. Guest service duties
    1. Define the guest-innkeeper relationship
    2. Describe making a reservation
    3. Describe check in/check out procedures
    4. Describe concierge service
    5. Describe clubs and awards for guests
    6. Describe room service
    7. Describe transportation services

VIII FLIGHT ATTENDANT

A. The role of an airline flight attendant
    1. Define the main function of a flight attendant
    2. Describe flight attendant training program
    3. State flight attendant rules of employment
    4. State flight attendant job performance standards

B. The theory of flight
   1. Identify the parts of an aircraft
   2. Describe the four forces
   3. Describe the control surfaces
   4. Define roll, pitch and yaw
   5. Simulate a flight

C. Announcements and demonstrations
   1. Demonstrate DC-9 and 737-300 departure announcement
   2. Demonstrate DC-9 and 737-300 level-off announcement
   3. Demonstrate DC-9 and 737-300 arrival announcement
   4. Complete a DC-9 and 737-300 demonstration

D. Flight attendant duties
   1. Demonstrate flight attendant check-in
   2. Demonstrate pre-boarding duties
   3. Demonstrate boarding of passengers
   4. Demonstrate pre-flight duties
   5. Demonstrate enplaning of passengers
   6. Complete flight attendant forms
   7. Interpret systems timetable

E. Food service procedures
   1. Demonstrate complimentary beverage service
   2. Demonstrate serving cart set-up
   3. Demonstrate serving cart service
   4. Demonstrate tray service

F. Emergency procedures
   1. Perform planned emergency techniques
   2. Perform verbal commands
   3. Perform door operations
   4. Perform slide evacuation
   5. Demonstrate life vest process
   6. Demonstrate oxygen bottle process
   7. Demonstrate fire equipment process
   8. Demonstrate first-aid techniques
   9. Complete emergency procedures examination

G. In-flight procedures
   1. Role-play a scheduled flight
   2. Role-play interaction with problem passengers
   3. Role-play interaction with fellow employees

H. A first aid course
   1. Observe training film
   2. Demonstrate first-aid techniques
   3. Complete first-aid examination

IX CUSTOMER RELATIONS

A. Customer types
   1. Describe care of the first time traveler
   2. Describe care of the demanding customer
   3. Describe care of the fearful customer
   4. Describe care of the irate customer

B. Oral communications skills
  1. Demonstrate interaction with good manners
  2. Role play a courteous greeting
  3. Role play a polite dismissal
  4. Demonstrate tactful interaction in stressful situations
  5. Speak with elimination of improper words and phrases

C. Body language
  1. Display good eye contact during interaction
  2. Display good facial expressions during interaction
  3. Demonstrate a handshake
  4. Recognize and perform body language cues

D. Customer service techniques
  1. Do illustration of making a good first impression
  2. Do illustration of setting a company image
  3. Do illustration of use of tone of voice
  4. Do illustration of display of positive attitude
  5. In a demonstration, compliment the customer
  6. In a demonstration, avoid arguments and conflicts with customers and co-workers

X PROFESSIONAL DEVELOPMENT

A. Good personal hygiene practices
  1. Observe "Personal Hygiene" film
  2. Complete USAir Professional Grooming Booklet

B. Proper skin care techniques
  1. Observe a skin care demonstration
  2. Do test application of skin care preparations
  3. Discuss skin care problems with professional

C. Proper hair care techniques
  1. Observe a hair care demonstration
  2. Do test application of hair care preparations
  3. Discuss hair care problems with professional
  4. Describe business-like hair styles

D. Professional make-up techniques
  1. Observe a professional make-up application
  2. Do test application of make-up preparations
  3. Discuss make-up techniques with professional
  4. Describe business-like make-up applications

E. Good posture
  1. Demonstrate correct sitting posture
  2. Demonstrate correct standing posture
  3. Demonstrate correct lifting procedure
  4. Describe exercises to promote good posture

F. Proper diet habits
  1. List daily food requirements
  2. Describe safe sodium, fat, chloresterol, calorie intake levels
  3. Interpret food package labels
  4. Describe weight control plans
  5. Describe effects of exercise on diet and health
  6. Prepare fittness program of diet and exercise

G. A professional manicure
  1. Observe a manicure demonstration
  2. Do test application of manicure preparations
  3. Observe a nail tip application
  4. Describe a business-like manicure

H. A professional dress code
  1. Purchase dress code requirements
  2. Wear items listed in dress code requirements
  3. Care for clothing and accessories required

XI COMPUTER SKILLS

A. Basic computer literacy skills
  1. Define computer terminology
  2. Boot-up computer
  3. Demonstrate disk management skills
  4. Practice safe care of unit

B. A computer keyboard
  1. Demonstrate use of function keys
  2. Demonstrate use of letter keys
  3. Demonstrate use of number keys

C. Typing skills
  1. Boot-up typing program
  2. Type as directed in typing lessons

D. Basic word processing techniques
  1. Complete word processing program
  2. Create letters using Word Perfect

XII JOB SEARCH

A. A job hunting system
  1. Define Martin's Magic Formula
  2. Define networking
  3. Demonstrate job search techniques

B. A cover letter
  1. Describe a business letter form
  2. Prepare required cover letter contents
  3. Complete cover letter using Word Perfect

C. A resume
  1. Describe resume forms
  2. List employment data
  3. List education data
  4. List competencies
  5. Complete a resume using Word Perfect

D. An application
  1. Define the parts of an application
  2. Describe application procedure
  3. Prepare required data
  4. Fill out an application by hand

E. An interview
  1. Prepare clothing for an interview
  2. Prepare make-up and hair for an interview
  3. Demonstrate a greeting
  4. Demonstrate physical and emotional requirements
  5. Rehearse questions and answers
  6. Complete a mock interview

XIII JOB SURVIVAL SKILLS

A. Required office etiquette
   1. Use proper names and titles
   2. Illustrate chain of command
   3. List rules for dealing with a boss
   4. List rules for dealing with a co-worker

B. Business communications skills
   1. Demonstrate telephone skills
   2. Take messages
   3. Demonstrate listening skills
   4. Write a memo

C. Good work habits
   1. Arrive in class on time
   2. Attend class regularly
   3. Arrive in class with materials
   4. Participate while in class
   5. Keep classroom in good order
   6. Refrain from chewing gum

D. A positive self-image
   1. Set career goals
   2. List positive self-traits
   3. Write self-contract
   4. Reinforce goal attainment

E. Assertiveness
   1. List components of an assertive philosophy
   2. Describe non-verbal behavior
   3. List irrational beliefs
   4. Describe types of assertion
   5. Demonstrate making/refusing regrets
   6. Demonstrate expressing anger

F. Stress management techniques
   1. Identify personal/job stresses
   2. Describe flight/fight responses
   3. Complete stress level test
   4. List symptoms of/reactions to stress
   5. Develop coping skills plan
   6. Demonstrate relaxation techniques

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL -- YEAR B

CIP CODE 08.1101

TASK LISTING

UNIT

I INTRODUCTION TO TOURISM

- A. Travel industry
  - 1. Recognize organization of transportation businesses
  - 2. Cite travel industry history
  - 3. Identify government agency function
  - 4. Describe airport facilities
  - 5. Describe travel agency facilities
  - 6. Describe bus depot/train station facilities
  - 7. Describe car rental/parking facilities
  - 8. Describe hotel facilities
  - 9. Describe convention/visitor bureaus
  - 10. Define the effects of deregulation
- B. Job opportunities in travel industry
  - 1. Identify airline occupations
  - 2. Identify travel agency occupations
  - 3. Identify bus/train company occupations
  - 4. Identify car rental/parking company occupations
  - 5. Identify hotel, convention/visitor bureau occupations
- C. Geographical areas
  - 1. Identify the 7 continents
  - 2. Identify major cities, international
  - 3. Identify the major bodies of water
  - 4. Identify the 50 states of the United States
  - 5. Identify major cities in North America
- D. Transportation codes and names
  - 1. Write the 50 2-letter state codes
  - 2. Decode 150 city/airport codes
  - 3. Code 150 city/airport names
  - 4. Decode air carrier codes
  - 5. Code air carrier names
  - 6. Translate airport names from cities and states
  - 7. Translate cities and states from airport names
- E. Transportation terminology
  - 1. Define airline terminology
  - 2. Define travel agency terminology
  - 3. Define bus/train company terminology
  - 4. Define car rental/parking company terminology
  - 5. Define hotel, convention/visitor bureau terminology
- F. Time formats
  - 1. Compute 24-hour clock time
  - 2. Identify global time zones
  - 3. Compute Greenwich Mean Time

II VACATION LANDS

- A. Visiting Europe
  - 1. Describe the geography
  - 2. Describe the climate
  - 3. Describe the culture
  - 4. Describe the tourist attractions
- B. Visiting Africa
  - 1. Describe the geography
  - 2. Describe the climate
  - 3. Describe the culture
  - 4. Describe the tourist attractions
- C. Visiting Asia
  - 1. Describe the geography
  - 2. Describe the climate
  - 3. Describe the culture
  - 4. Describe the tourist attractions
- D. Visiting Australia
  - 1. Describe the geography
  - 2. Describe the climate
  - 3. Describe the culture
  - 4. Describe the tourist attractions
- E. Visiting Hawaii and Alaska
  - 1. Describe the geography
  - 2. Describe the climate
  - 3. Describe the culture
  - 4. Describe the tourist attractions

III TICKET AGENT (Airline)

- A. The role of an airline ticket agent
  - 1. Observe passenger check-in procedure
  - 2. Observe airport ticketing procedure
  - 3. Define customer service
- B. Identification of aircraft
  - 1. Identify a BAC-111
  - 2. Identify a DC-9
  - 3. Identify a Boeing 737
  - 4. Identify a Boeing 727
  - 5. Identify a Boeing 747
  - 6. Identify a L10-11
  - 7. Identify a DC-10
  - 8. Identify a Boeing 757
  - 9. Identify a Boeing 767
  - 10. Identify a Concord
  - 11. Identify an air bus
  - 12. Identify an MD-80
- C. Tickets
  - 1. Review preparation of a P.N.R.
  - 2. Decipher ticket entry codes
  - 3. Generate A.T.B. from P.N.R.
  - 4. Complete hand-written ticket
  - 5. Distribute ticket coupons
  - 6. Prepare a ticket sales report

D. Boarding passes
   1. Decipher boarding pass codes
   2. Generate A.T.B. boarding passes
E. Air fares
   1. Enter fare quote statements into computer
   2. Read fare quote displays
   3. Quote fares to passengers
   4. Interpret fare rules
   5. Construct excursion fares
   6. Construct special passenger fares
   7. Construct circle trip fares
   8. Construct open jaw fares
   9. Enter itinerary pricing statements into C.R.T.
   10. Read itinerary pricing displays
   11. Price itineraries
F. Form of payment techniques
   1. Demonstrate acceptance of cash and checks
   2. Demonstrate acceptance of credit cards
   3. Demonstrate acceptance of G.T.R.s
   4. Describe P.T.A. procedure
   5. Complete an M.C.O.
G. Refunds, reissues and revalidation
   1. Compute a reissue with additional collection
   2. Compute a reissue with refund
   3. Issue a refund check
   4. Revalidate an A.T.B.
   5. Revalidate a boarding pass
H. Customer service techniques
   1. Demonstrate giving flight information
   2. Demonstrate giving gate information
   3. Demonstrate a re-booking, voluntary
   4. Demonstrate a re-booking, involuntary
I. Passenger ticketing services
   1. Ticket a time limit passenger
   2. Ticket a future booking
   3. Complete ticketing forms
   4. Ticket a passenger with connecting baggage

IV GATE AGENT (Airline)

A. The role of an airline gate agent
   1. Observe the airport gate check-in
   2. Observe an airport control agent
   3. Define check-in duties
B. Advanced boarding control procedures
   1. Complete a seat selection input
   2. Complete a check-in input
   3. Interpret boarding passes
   4. Make gate boarding announcements
C. Irregular boarding procedures
   1. Describe pre-boarding procedures
   2. Define irregularities
   3. Describe over sale procedures
   4. Describe misconnect procedures

D. Customer service techniques
    1. Role-play pre-boarding with transfers
    2. Role-play an over sale
    3. Role-play a misconnect

V TRAVEL AGENCY

A. The role of a travel agency
    1. List types of agencies
    2. Draw an operational chart
    3. Describe job functions

B. Travel documents
    1. Prepare passenger tickets
    2. Prepare M.C.O.s
    3. Prepare tour orders
    4. Prepare prepaid ticket advice
    5. Prepare universal credit charge forms
    6. Prepare refund notices
    7. Prepare ticket exchange notices
    8. Prepare a sales report
    9. Prepare extended routing slips
    10. Prepare revalidation stickers

C. Airline guides, travel planners, hotel indexes
    1. Interpret airline guide flight information
    2. Interpret travel planner city information
    3. Interpret hotel information

D. Itineraries and cruises
    1. Interpret minimum connecting time
    2. Construct 2 and 3 part connections
    3. Interpret cruise brochures
    4. Make hotel reservations

E. Customer service techniques
    1. Describe cash/credit transactions
    2. Describe ticket delivery
    3. Take and relay messages
    4. Demonstrate phone communication
    5. Demonstrate procedures and handle walk-ins

F. Travel arrangement preparation
    1. Construct air travel trip
    2. Construct land travel trip
    3. Construct cruise trip
    4. Construct combination trips

VI INTERNATIONAL TRAVEL PROCEDURES

A. Computation of international fares
    1. Compute apex fare types
    2. Compute transborder taxes/charges
    3. Compute banker/buyer rates
    4. Compute Alaskan/Hawaiian fares
    5. Compute Canadian/Mexican fares
    6. Compute cross Atlantic/Pacific fares

B. International ticket
    1. State apex rules and requirements
    2. Construct fare ladders
    3. Interpret currency indicators
    4. Write excess baggage tickets

C. Travel documents preparation
    1. Complete proof of citizenship forms
    2. Complete an application for a passport
    3. Complete an application for a visa

D. State Customs regulations
    1. Identify health requirement
    2. Describe airport departure procedures
    3. Describe airport arrival procedures
    4. Identify transborder taxes
    5. Identify personal security systems

E. Ground transportation regulations
    1. Identify procedures for driving in a foreign country
    2. Identify procedures for busing in a foreign country
    3. Identify procedures for train transportation in a foreign country
    4. Identify procedures for water transportation in a foreign country

F. Foreign Currencies
    1. Define bank procedures
    2. Compute exchange rates

VII FLEET SERVICE

A. The role of a cargo agent
    1. Define the job of a cargo sales agent
    2. Define the job of a cargo fleet service agent
    3. Describe air cargo services
    4. Define air cargo terminology

B. Airway bills
    1. Identify the parts of an airway bill
    2. Identify airway envelope procedure
    3. Describe distribution of airway bill parts
    4. Describe use of special tags

C. Air cargo fees
    1. Compute gross weight charges
    2. Compute dimensional weight charges
    3. Compute exception ratings
    4. Compute excess valuation charges
    5. Compute pick-up and delivery charges

D. Air cargo handling procedures
    1. List P.D.Q. regulations
    2. Describe cargo loading
    3. State restricted articles regulations

E. Air cargo transactions
    1. Role-play customer interaction
    2. Weigh and measure packages
    3. Label and tag packages

F. The role of an airline ramp agent
    1. Define fleet service operation
    2. Define an A.B.R
    3. Define a nose-loader
G. Hartford ramp safety program
    1. View ramp safety film, Part 2, Section 1
    2. List 12 basic ramp safety rules
    3. View slide/tape presentations
    4. Complete slide/tape questionnaire
    5. View sample driving commentary
    6. Complete student narrator commentary
    7. Complete safety test
H. Ramp safety book
    1. Define personal safety rules
    2. Identify aircraft precaution areas
    3. Identify ground support equipment
    4. Recognize/demonstrate ramp hand signals
    5. Draw DC-9 equipment placing chart
I. Aircraft familiarization chart
    1. Create chart for 7 aircraft
    2. List descriptive units for each aircraft
    3. List special equipment characteristics for each aircraft
J. Ramp operation
    1. Visit load control room
    2. Visit operations tower
    3. Identify all aircraft
    4. Identify all ground equipment
K. The role of an operations/load control agent
    1. Describe relationship between customer service and fleet service departments
    2. Describe theory of flight as related to four forces
    3. Describe federal qualifications test
L. Airline communications system
    1. List radio operations procedures
    2. List telephone techniques
    3. List phone patch operations
M. Departure control activities
    1. Identify station readiness procedures
    2. Interpret field conditions reports
    3. Read departure control prompt sheets
N. Weather reports
    1. Read and complete Basic Weather booklet
    2. Read and complete Computerized Weather booklet
    3. Complete Weather Eagle lesson
O. Take-off weights
    1. Read and complete Penalizing Runway Conditions booklet
    2. Interpret flight release form
    3. Read and complete Manual Take-off Weight booklet
    4. Complete airport analysis
    5. Compute runway determination
    6. Compute MTOW interpolation
    7. Compute MTOW wind correction/fuel barn
P. Weight and balance
    1. Read and complete Manual Computation of Weight and Balance booklet
    2. Complete manual weight and balance forms

VIII SPEECH

A. A favorable first impression
   1. Wear appropriate clothing and grooming
   2. Demonstrate good posture and carriage
   3. Display pleasant facial expressions
   4. Show good manners
   5. Avoid distracting mannerism

B. Good delivery techniques
   1. Display good voice quality
   2. Display good enunciation
   3. Display good pronunciation

C. A speech
   1. Determine purpose and topic of speech
   2. Collect and organize materials
   3. Write an outline
   4. Prepare notes

D. A speech
   1. Arouse and hold interest of audience
   2. Make proper use of notes
   3. Display confidence
   4. Maintain proper head and eye position
   5. Make proper use of body language
   6. Observe audience reaction
   7. Speak for allotted time

IX CUSTOMER RELATIONS

A. Customer types
   1. Describe care of the first time traveler
   2. Describe care of the demanding customer
   3. Describe care of the fearful customer
   4. Describe care of the irate customer

B. Oral communications skills
   1. Demonstrate interaction with good manners
   2. Role-play a courteous greeting
   3. Role-play a polite dismissal
   4. Demonstrate tactful interaction in stressful situations
   5. Speak with elimination of improper words and phrases

C. Body language
   1. Display good eye contact during interaction
   2. Display good facial expressions during interaction
   3. Demonstrate a handshake
   4. Recognize and perform body language cues

D. Customer service techniques
   1. Do illustration of making a good first impression
   2. Do illustration of setting a company image
   3. Do illustration of use of tone of voice
   4. Do illustration of display of positive attitude
   5. In a demonstration, compliment the customer
   6. In a demonstration, avoid arguments and conflicts with customers and co-workers

X PROFESSIONAL DEVELOPMENT

- A. Good personal hygiene practices
  - 1. Observe "Personal Hygiene" film
  - 2. Complete USAir Professional Grooming Booklet
- B. Proper skin care techniques
  - 1. Observe a skin care demonstration
  - 2. Do test application of skin care preparations
  - 3. Discuss skin care problems with professional
- C. Proper hair care techniques
  - 1. Observe a hair care demonstration
  - 2. Do test application of hair care preparations
  - 3. Discuss hair care problems with professional
  - 4. Describe business-like hair styles
- D. Professional make-up techniques
  - 1. Observe a professional make-up application
  - 2. Do test application of make-up preparations
  - 3. Discuss make-up techniques with professional
  - 4. Describe business-like make-up applications
- E. Good posture
  - 1. Demonstrate correct sitting posture
  - 2. Demonstrate correct standing posture
  - 3. Demonstrate correct lifting procedure
  - 4. Describe exercises to promote good posture
- F. Proper diet habits
  - 1. List daily food requirements
  - 2. Describe safe sodium, fat, chloresterol, calorie intake levels
  - 3. Interpret food package labels
  - 4. Describe weight control plans
  - 5. Describe effects of exercise on diet and health
  - 6. Prepare fittness program of diet and exercise
- G. A professional manicure
  - 1. Observe a manicure demonstration
  - 2. Do test application of manicure preparations
  - 3. Observe a nail tip application
  - 4. Describe a business-like manicure
- H. A professional dress code
  - 1. Purchase dress code requirements
  - 2. Wear items listed in dress code requirements
  - 3. Care for clothing and accessories required

XI COMPUTER SKILLS

- A. Basic computer literacy skills
  - 1. Define computer terminology
  - 2. Boot-up computer
  - 3. Demonstrate disk management skills
  - 4. Practice safe care of unit
- B. A computer keyboard
  - 1. Demonstrate use of function keys
  - 2. Demonstrate use of letter keys
  - 3. Demonstrate use of number keys

- C. Typing skills
    - 1. Boot-up typing program
    - 2. Type as directed in typing lessons
- D. Basic word processing techniques
    - 1. Complete word processing program
    - 2. Create letters using Word Perfect

XII JOB SEARCH

- A. A job hunting system
    - 1. Define Martin's Magic Formula
    - 2. Define networking
    - 3. Demonstrate job search techniques
- B. A cover letter
    - 1. Describe a business letter form
    - 2. Prepare required cover letter contents
    - 3. Complete cover letter using Word Perfect
- C. A resume
    - 1. Describe resume forms
    - 2. List employment data
    - 3. List education data
    - 4. List competencies
    - 5. Complete a resume using Word Perfect
- D. An application
    - 1. Define the parts of an application
    - 2. Describe application procedure
    - 3. Prepare required data
    - 4. Fill out an application by hand
- E. An interview
    - 1. Prepare clothing for an interview
    - 2. Prepare make-up and hair for an interview
    - 3. Demonstrate a greeting
    - 4. Demonstrate physical and emotional requirements
    - 5. Rehearse questions and answers
    - 6. Complete a mock interview

XIII ENTREPRENEURSHIP

- A. The nature of a small business
    - 1. Develop a definition of small business
    - 2. Describe two reasons why small businesses are important
    - 3. List three advantages and disadvantages of operating a small business
    - 4. Identify characteristics of successful entrepreneurs
- B. A business plan
    - 1. Establish priorities and goals for a business
    - 2. Prepare a marketing strategy
    - 3. Develop a business plan
- C. Types of ownership and legal responsibilities
    - 1. Identify the proper legal form for business organizations
    - 2. Define a contract
    - 3. Comply with government regulations

D. Your business
    1. Describe three techniques used in advertising for small business owners
    2. Demonstrate a successful sales presentation
    3. Explain two methods of pricing products and services

E. Your own business
    1. Select a location for the business
    2. Obtain financial and technical assistance

F. Financial records
    1. Identify the elements of a sound record keeping system
    2. Develop a system for payroll records
    3. Identify basic policies to use for credit and collections

G. Employer/employee relations
    1. Develop selection and hiring procedures
    2. Develop an employee compensation plan
    3. Describe an appropriate evaluation system

H. Your business
    1. Identify the three types of insurance required by an entrepreneur

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL -- YEAR A

PERFORMANCE OBJECTIVES

CIP CODE 08.1101

UNIT I INTRODUCTION TO TRAVEL AND TOURISM I

A1. The students, having taken notes and engaged in classroom discussion, will recognize the organization of an the travel industry as indicated by 70% correct responses given to oral questions from the instructor.

A2. The students, having taken notes and viewed films, will cite travel industry history, by correctly answering 70% of questions on a written test.

A3. The students, having taken notes and engaged in classroom discussion will identify government agency functions, by correctly answering 70% of questions on a written test.

A4. The students, having completed classroom exercises, will describe airport facilities, by correctly answering 70% of questions on a written test.

A5. The students, having taken notes and engaged in classroom discussion, will describe travel agency facilities, by correctly answering 70% of questions on a written test.

A6. The students, having taken notes and engaged in classroom discussion will describe bus depot/train station facilities, by correctly answering 70% of questions on a written test.

A7. The students, having taken notes and engaged in classroom discussion will describe car rental/parking facilities, by correctly answering 70% of questions on a written test.

A8. The students having taken notes and engaged in classroom discussion will describe hotel facilities by correctly answering 70% of questions on a written test.

A9. The students, having taken notes and engaged in classroom discussion will describe convention/visitor bureaus by correctly answering 70% of questions on a written test.

A10. The students, having taken notes and engaged in classroom discussion, will describe the effects of deregulation, as indicated by 70% correct responses given to oral questions from the instructor.

B1. The students, having completed classroom exercises, will identify airline occupations by naming specific airline occupations to a 70% degree of accuracy, when given a list of competencies.

B2. The students, having completed classroom exercises, will identify travel agency occupations by naming specific travel agency occupations to a 70% degree of accuracy, when given a list of competencies.

B3. The students, having completed classroom exercises, will identify bus/train company occupations by naming specific bus/train occupations to a 70% degree of accuracy, when given a list of competencies.

B4. The students, having completed classroom exercises, will identify car rental/parking company occupations by naming specific car rental/parking company occupations to a 70% degree of accuracy, when given a list of competencies.

B5. The students, having completed classroom exercises, will identify hotel, convention/visitor bureau occupations by naming specific hotel, convention/visitor bureau occupations to a 70% degree of accuracy, when given a list of competencies.

C1. The students, after completing classroom exercises, will identify the 7 continents from pictures on a written test to a 70% degree of accuracy.

C2. The students after completing classroom exercises, will identify major cities, international from pictures on a written test to a 70% degree of accuracy.

C3. The students after completing classroom exercises, will identify major bodies of water from pictures on a written test to a 70% degree of accuracy.

C4. The students after completing classroom exercises, will identify 50 states of the United States from pictures on a written test to a 70% degree of accuracy.

C5. The students after completing classroom exercises, will identify major cities in North America from pictures on a written test to a 70% degree of accuracy.

D1. The students, having completed classroom exercises, will write the 50 2-letter state codes, with 70% accuracy when given a blank map of the United States.

D2. The students, having completed classroom exercises, will decode 100 city/airport codes, with 70% accuracy when given a list of codes.

D3. The students having completed classroom exercises, will code 200 city/airport names, with 70% accuracy, when given a list of names.

D4. The students, having completed classroom exercises, will decode air carrier codes, with 70% accuracy when given a list of codes.

D5. The students, having completed classroom exercises, will decode air carrier codes, with 70% accuracy, when given a list of names.

D6. The students, having and completed classroom exercises, will translate airport names form city names with 70% accuracy, when given a list of airport names.

D7. The students, having completed classroom exercises, will translate city names from airport names with 70% accuracy, when given a list of airport names.

E1. The students, having taken notes and engaged in classroom discussion, will define airline terminology, by correctly answering 70% of questions on a written test.

E2. The students, having taken notes and engaged in classroom discussion, will define travel agency terminology, by correctly answering 70% of questions on a written test.

E3. The students, having taken notes and engaged in classroom discussion, will define bus/train company terminology, by correctly answering 70% of questions on a written test.

E4. The students, having taken notes and engaged in classroom discussion, will define car rental/parking company terminology, by correctly answering 70% of questions on a written test.

E5. The students, having taken notes and engaged in classroom discussion, will define hotel/convention/visitor bureau terminology, by correctly answering 70% of questions on a written test.

F1. The students, after lecture and completion of written exercises, will compute 24-hour clock time, by converting 12 to 24 and 24 to 12-hour clock time to a 70% degree of accuracy on a written test.

F2. The students, after lecture and demonstration, will identify global time zones, to a 70% degree of accuracy on a written test.

F3. The students, after lecture and completion of written exercises, will compute Zulu time, by converting time from various zones to Greenwich Mean time, to a 70% degree of accuracy on a written test.

UNIT II VACATION LANDS

A1. The students, after lecture and discussion, will describe the geography of the continental United States as indicated by 70% accuracy on a written test.

A2. The students, after lecture and discussion, will describe the climate of the continental United States as indicated by 70% accuracy on a written test.

A3. The students, after lecture and discussion, will describe the culture of the continental United States as indicated by 70% accuracy on a written test.

A4. The students, after lecture and discussion, will describe the tourist attractions of the continental United States as indicated by 70% accuracy on a written test.

B1. The students, after lecture and discussion, will describe the geography of Canada as indicated by 70% accuracy on a written test.

B2. The students, after lecture and discussion, will describe the climate of Canada as indicated by 70% accuracy on a written test.

B3. The students, after lecture and discussion, will describe the culture of Canada as indicated by 70% accuracy on a written test.

B4. The students, after lecture and discussion, will describe the tourist attractions of Canada as indicated by 70% accuracy on a written test.

C1. The students, after lecture and discussion, will describe the geography of Mexico as indicated by 70% accuracy on a written test.

C2. The students, after lecture and discussion, will describe the climate of Mexico as indicated by 70% accuracy on a written test.

C3. The students, after lecture and discussion, will describe the culture of Mexico as indicated by 70% accuracy on a written test.

C4. The students, after lecture and discussion, will describe the Tourist attractions of Mexico as indicated by 70% accuracy on a written test.

D1. The students, after lecture and discussion, will describe the geography of South America as indicated by 70% accuracy on a written test.

D2. The students, after lecture and discussion, will describe the climate of South America as indicated by 70% accuracy on a written test.

D3. The students, after lecture and discussion, will describe the culture of South America as indicated by 70% accuracy on a written test.

D4. The students, after lecture and discussion, will describe the tourist attractions of South America as indicated by 70% accuracy on a written test.

E1. The students, after lecture and discussion, will describe the geography of the Caribbean and Bermuda as indicated by 70% accuracy on a written test.

E2. The students, after lecture and discussion, will describe the climate of the Caribbean and Bermuda as indicated by 70% accuracy on a written test.

E3. The students, after lecture and discussion, will describe the culture of the Caribbean and Bermuda as indicated by 70% accuracy on a written test.

E4. The students, after lecture and discussion, will describe the tourist attractions of the Caribbean and Bermuda as indicated by 70% accuracy on a written test.

UNIT III RESERVATIONS

A1. The students, after having taken notes and visiting a Central Reservations Office, will define the job of a Reservations Sales Agent, as indicated by 70% correct responses given to oral questions from the instructor.

A2. The students, after having taken notes and visited a Central Reservations Office, will describe a Reservations Center, as indicated by 70% correct responses to oral questions from the instructor.

A3. The students, after classroom lecture, will state the Hub concept, as indicated by 70% correct responses given to oral questions by the instructor.

A4. The students, after classroom lecture, will state the Commuter Theory, as indicated by 70% correct responses given to oral questions from the instructor.

A5. The students, having received a list of definitions and completed classroom exercises, will define reservations terms, by correctly answering 70% of questions on a written test.

B1. The students, having received pictures and diagrams and completed visual exercises, will identify the BAC-11, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B2. The students, having received pictures and diagrams and completed visual exercises, will identify the DC-9, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B3. The students, having received pictures and diagrams and completed visual exercises, will identify the B 737, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B4. The students, having received pictures and diagrams and completed visual exercises, will identify the B 727-200, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B5. The students, having received pictures and diagrams and completed visual exercises, will identify the B 747, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B6. The students, having received pictures and diagrams and completed visual exercises, will identify the L 10-11, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B7. The students, having received pictures and diagrams and completed visual exercises, will identify the DC-10, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B8. The students, having received pictures and diagrams and completed visual exercises, will identify the Boeing 757, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B9. The students, having received pictures and diagrams and completed visual exercises, will identify the Boeing 767, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B10. The students, having received pictures and diagrams and completed visual exercises, will identify the Concord, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B11. The students, having received pictures and diagrams and completed visual exercises, will identify the Air Bus, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B12. The students, having received pictures and diagrams and completed visual exercises, will identify the MD 80, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

C1. The students, given instruction and a C.R.T., will compute availability entries as indicated by 70% correct responses given to questions on a written test.

C2. The students, given instruction and a C.R.T., will decipher availability displays as indicated by 70% correct responses given to questions on a written test.

C3. The students, given instruction and a C.R.T., will compute Eagle entries to enter the computer based instruction program with 100% accuracy.

C4. The students, given instruction and a C.R.T., will complete Eagle lessons as indicated by 70% accuracy on the programmed test questions following each lesson.

B5. The students, having received pictures and diagrams and completed visual exercises, will identify the B 747, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B6. The students, having received pictures and diagrams and completed visual exercises, will identify the L 10-11, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B7. The students, having received pictures and diagrams and completed visual exercises, will identify the DC-10, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B8. The students, having received pictures and diagrams and completed visual exercises, will identify the Boeing 757, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B9. The students, having received pictures and diagrams and completed visual exercises, will identify the Boeing 767, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B10. The students, having received pictures and diagrams and completed visual exercises, will identify the Concord, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B11. The students, having received pictures and diagrams and completed visual exercises, will identify the Air Bus, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B12. The students, having received pictures and diagrams and completed visual exercises, will identify the MD 80, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

C1. The students, given instruction and a C.R.T., will compute availability entries as indicated by 70% correct responses given to questions on a written test.

C2. The students, given instruction and a C.R.T., will decipher availability displays as indicated by 70% correct responses given to questions on a written test.

C3. The students, given instruction and a C.R.T., will compute Eagle entries to enter the computer based instruction program with 100% accuracy.

C4. The students, given instruction and a C.R.T., will complete Eagle lessons as indicated by 70% accuracy on the programmed test questions following each lesson.

C5. The students, given instruction and a C.R.T., will compute city/airline decoder entries to a correct response rate of 70%.

C6. The students, given instruction and a C.R.T., will compute FLIFO entries to a correct response rate of 70%.

C7. The students, having complete exercises in Pacer Workbook, will sell/waitlist from availability as indicated by 70% correct responses to questions on a written test.

C8. The students, having completed exercises in Pacer Workbook, will compute segment sell/waitlist entries as indicated by 70% correct responses to questions on a written test.

C9. The students, having completed exercises in Pacer Workbook, will create a P.N.R. as indicated by 70% correct responses on a written test and the building of a complete P.N.R. in the computer with less than a 70% error.

C10. The students, having completed exercises in Pacer Workbook, will modify passenger data on a P.N.R. as indicated by 70% correct responses on a written test.

C11. The students, having completed exercises in Pacer Workbook, will modify itineraries on a P.N.R. as indicated by 70% correct responses on a written test.

C12. The students, having completed exercises in Pacer Workbook, will retrieve a P.N.R. as indicated by 70% correct responses on a written test.

C13. The students, having completed exercises in Pacer Workbook, will interpret history data as indicated by 70% correct responses on a written test.

C14. The students, having completed exercises in Pacer Workbook, will compute the Remarks field as indicated by 70% correct responses on a written test.

C15. The students, having completed exercises in Pacer Workbook, will compute the Message field as indicated by 70% correct responses on a written test.

C16 The students, having completed exercises in Pacer Workbook, will compute a P.N.R. reduction as indicated by 70% correct responses on a written test.

C17. The students, having completed exercises in Pacer Workbook, will compute a P.N.R. division as indicated by 70% correct responses on a written test.

D1. The students, after completing the fare quote section in the Fares Workbook, will enter fare quote statements into the computer, as indicated by a minimum 70 point score on a computer roll play test.

D2. The students, after completing the fare quote section of the Fare Workbook, will read fare quote displays, as indicated by 70% accuracy on a written test.

D3. The students, after classroom roll play, will quote fares to the passenger as indicated by 70% correct responses given to oral questions from the instructor.

D4. The students, after completing the fare terminology and rules section of the Fare Workbook, will interpret fare rules as indicated by 70% accuracy on a written test.

D5. The students, after completing the Fare workbook and classroom exercises, will construct excursion fares as indicated by 70% accuracy on a written test.

D6. The students, after completing the Fare workbook and classroom exercises, will construct special passenger fare as indicated by 70% accuracy on a written test.

D7. The students, after completing the Fare workbook and classroom exercises, will construct circle trip fares as indicated by 70% accuracy on a written test.

D8. The students, after completing the Fare workbook and classroom exercises, will construct open jaw fares as indicated by 70% accuracy on a written test.

D9. The students, after completing the Fare workbook and roll play on the computer, will enter itinerary pricing statements into the C.R.T., as indicated by a minimum 70 point score on a computer roll play test.

D10. The students, after completing the Fare workbook will read itinerary pricing displays as indicated by 70% accuracy on a written test.

D11. The students, after completing the Fare workbook and class exercises, will price itineraries as indicated by 85% accuracy on a written test.

E1. The students, after completion of Eagle lesson ABC, will interpret seat field headers as indicated by 70% accuracy on a written test.

E2. The students, after completion of Eagle lesson ABC, will read seat field displays as indicated by 70% accuracy on a written test.

E3. The students, after completion of Eagle lesson ABC, will select seats for conditional passengers as indicated by 70% accuracy on a written test.

E4. The students, after completion of Eagle lesson ABC, will modify seat selections as indicated by 70% accuracy on a written test.

F1. The students, after observing administration and practice, will demonstrate an initial greeting to obtain 70 points on a practical exam.

F2. The students, after observing administration and practice, will demonstrate questioning techniques to obtain 70 points on a practical exam.

F3. The students, after observing administration and practice, will interpret information to obtain 70 points on a practical exam.

F4. The students, after observing a demonstration and practice, will demonstrate confirmation techniques to obtain 70 points on a practical exam.

F5. The students, after observing administration and practice, will demonstrate the closing to obtain 70 points on a practical exam.

G1. The students, after observing a demonstration and practice, will role-play a call asking for flight data to obtain 70 points on a practical exam.

G2. The students, after observing administration and practice, will role-play a call asking for fare date to obtain 70 points on a practical exam.

G3. The students, after observing administration and practice, will role-play a re-confirmation all to obtain 70 points on a practical exam.

G4. The students, after observing administration and practice, will role-play a change of plan call to obtain 70 points on a practical exam.

G5. The students, after observing administration and practice, will role-play a complaint call to obtain 70 points on a practical exam.

UNIT IV SPECIAL ASSISTANCE REPRESENTATIVE

A1. The students, after lecture, will cite the meaning of connecting passenger, when questioned by the teacher.

A2. The students, after lecture, will cite the meaning of flight banks, when questioned by the teacher.

A3. The students, after lecture, will state the definition of special assistance passengers, to a 70% accuracy on a written test.

B1. The students, after studying diagrams, will describe GPIA, as indicated by 70% accuracy on a written test.

B2. The students, after studying diagrams, will describe DCA AND IAD, as indicated by 70% accuracy on a written test.

B3. The students, after studying diagrams, will describe ORD, as indicated by 70% accuracy on a written test.

B4. The students, after studying diagrams, will describe ATL, as indicated by 70% accuracy on a written test.

B5. The students, after studying diagrams, will describe LAX, as indicated by 70% accuracy on a written test.

B6. The students, after studying diagrams, will describe IAH, as indicated by 70% accuracy on a written test.

B7. The students, after studying diagrams, will describe JFK, as indicated by 70% accuracy on a written test.

C1. The students after lecture will decode R.A.P. codes as indicated by 70% accuracy on a written test.

C2. The students, after demonstration, will compute a R.A.P. message entry, outbound, as indicated by 70% accuracy on a written test.

C3. The students, after demonstration and practice, will pull a R.A.P. as indicated by 70% accuracy on a written test.

C4. The students, after lecture, will interpret an in-coming R.A.P., as indicated by 70% accuracy on a written test.

D1. The students, after lecture and viewing films, will describe care for a blind passenger, as indicated by 70% accuracy on a written test.

D2. The students, after lecture and viewing films, will describe care for a deaf passenger, as indicated by 70% accuracy on a written test.

D3. The students, after lecture and viewing films, will describe care for a paralyzed passenger, as indicated by 70% accuracy on a written test.

D4. The students, after lecture and viewing films, will describe care for a stroke victim passenger, as indicated by 70% accuracy on a written test.

D5. The students, after lecture and viewing films, will describe care for a non-English speaking passenger, as indicated by 70% accuracy on a written test.

D6. The students, after lecture and viewing films, will describe care for a fearful flyer passenger, as indicated by 70% accuracy on a written test.

E1. The students, after lecture, will define the unaccompanied child, as indicated by 70% accuracy on a written test.

E2. The students, after demonstration and practice, will complete the unaccompanied child form, as indicated by 70% accuracy on a written test.

E3. The students, after visiting G.P.I.A. will describe the S.A.R. room facilities and location, as indicated by 70% accuracy on a written test.

F1. The students, after viewing films and practice, will describe the transfer of a blind passenger, as indicated by 70% accuracy on a written test.

F2. The students, after viewing films and practice, will describe the transfer of a deaf passenger, as indicated by 70% accuracy on a written test.

F3. The students, after viewing films and practice, will describe the transfer of a paralyzed passenger, as indicated by 70% accuracy on a written test.

F4. The students, after viewing films and practice, will describe the transfer of a stroke victim passenger, as indicated by 70% accuracy on a written test.

F5. The students, after viewing films and practice, will describe the transfer of a non-English speaking passenger, as indicated by 70% accuracy on a written test.

F6. The students, after viewing films and practice, will describe the transfer of a fearful flyer passenger, as indicated by 70% accuracy on a written test.

F7. The students, after viewing films and practice, will describe the transfer of a unaccompanied child passenger, as indicated by 70% accuracy on a written test.

UNIT V BAGGAGE

A1. The students, while on a field trip to G.P.I.A., will observe the baggage department operation on a complete/non-complete basis.

A2. The students, while on a field trip to G.P.I.A., will identify baggage service equipment when questioned by the teacher on a complete/non-complete basis.

A3. The students, after instruction from the BAG booklet, will define baggage acceptance policy as indicated by 70% accuracy on a written test.

A4. The students, after lecture, will describe on-line off-line and connecting service as indicated by 70% accuracy on a written test.

B1. The students, while on a field trip to G.P.I.A., will observe sky caps at the airport on a complete/non-complete basis.

B2. The students, after a field trip to G.P.I.A., will describe sky cap service equipment to a 70% degree of accuracy on a written test.

C1. The students, while on a field trip to G.P.I.A., will observe baggage attendants on a complete/non-complete basis.

C2. The students, after instruction from the BAG booklet, will define baggage allowance criteria as indicated by 70% accuracy on a written test.

C3. The students, after completion of the ticket workbook, will prepare excess baggage tickets as indicated by 70% accuracy on a written test.

C4. The students, after instruction form BAG booklet, will list regulations of pet services as indicated by 70% accuracy on a written test.

D1. The students, after demonstration and practice, will greet passengers with baggage, on a complete/non-complete basis.

D2. The students, after demonstration and practice will prepare bag tags to a 70% degree of accuracy on a written test.

D3. The students, after demonstration and practice, will demonstrate attendant/passenger interaction, to obtain 70 points on a performance test.

D4. The students, after demonstration and practice, will complete computer entries on a P.N.R. to a 70% accuracy on a written test.

E1. The students, after demonstration and practice, will complete a lost/damaged report to a 70% accuracy on a written test.

E2. The students, after lecture and practice, will interpret computrac reports to a 70% accuracy on a written test.

F1. The students, after role-play will check-in baggage for a scheduled flight to earn 70 points on a performance test.

F2. The students, after role-play will check-in excess baggage to earn 70 points on a performance test.

F3. The students, after role-play, will check-in luggage for problem passengers to earn 70 points on a performance test.

F4. The students, after practice, will role-play check-in of pets, to earn 70 points on a performance test.

UNIT VI MARKETING

A1. The students, after lecture, will define the service as indicated by 70% accuracy on a written test.

A2. The students, after lecture, will define the method of distribution as indicated by 70% accuracy on a written test.

A3. The students, after lecture, will define the method of pricing as indicated by 70% accuracy on a written test.

A4. The students, after lecture, will define the means of promotion as indicated by 70% accuracy on a written test.

A5. The students, after lecture, will define personal selling as indicated by 70% accuracy on a written test.

A6. The students, after lecture, will define advertising as indicated by 70% accuracy on a written test.

A7. The students, after lecture, will define market selection as indicated by 70% accuracy on a written test.

B1. The students, after lecture and discussion, will give examples of advertising to snob appeal, as indicated by 70% accuracy on a written test.

B2. The students, after lecture and discussion, will give examples of peer identification, as indicated by 70% accuracy on a written test.

B3. The students, after lecture and discussion, will give examples of cultural trends, as indicated by 70% accuracy on a written test.

B4. The students, after lecture and discussion, will give examples of "health, pleasure, and other needs and wants" for "snob appeal" as indicated by 70% accuracy on a written test.

C1. The students, after lecture and demonstration, will describe the sales approach as indicated by accumulating 70 points on a practical test.

C2. The students, after lecture and demonstration, will determine customer needs and wants as indicated by accumulating 70 points on a practical test.

C3. The students, after lecture and demonstration, will handle customer objections as indicated by accumulating 70 points on a practical test.

C4. The students, after lecture and demonstration, will close the sale, as indicated by accumulating 70 points on a practical test.

C5. The students, after lecture and demonstration, will sell by suggestion and reassurance as indicated by accumulating 70 points on a practical test.

D1. The students, after studying examples, will describe newsletters as indicated by 70% accuracy on a test.

D2. The students, after studying examples, will describe "news releases, travel articles, feature stories" indicated by 70% accuracy on a test.

D3. The students, after studying examples, will describe "speaking assignments" as indicated by 70% accuracy on a test.

D4. The students, after studying examples, will describe "promotional special events" for "newsletters" as indicated by 70% accuracy on a test.

E1. The students, after studying examples, will describe features of brochures as determined by a 250 word written report.

E2. The students, after demonstration and practice, will determine size and layout of brochure to accumulate 70 points on a finished brochure product.

E3. The students, after demonstration and practice, will determine theme and text of a brochure to accumulate 70 points on a finished brochure product.

E4. The students, after demonstration and practice, will analyze an assembled brochure as determined by accumulating 70 points on a finished brochure product and description.

F1. The students, after lecture and discussion, will analyze written test materials for the media, as determined by a 250 word written report.

F2. The students, after lecture and writing an ad, will present a television ad to accumulate 70 points.

F3. The students, after lecture and writing an ad, will present a radio ad to accumulate 70 points.

F4. The students, after lecture and presentation of materials, will analyze novelties and point-of-purchase materials, as determined by a 250 word written report.

VII HOTEL RENTAL

A1. The students, after lecture, will describe early inns, as indicated by accumulating 70 points on a 300 word written report.

A2. The students, after lecture, will describe "Mom and Pop Hotels, as indicated by accumulating 70 points on a 300 word written report.

A3. The students, after lecture, will describe growth of the chain hotel/motels, as indicated by accumulating 70 points on a 300 word written report.

B1. The students, after lecture, will describe training programs, as indicated by accumulating 70 points on a 300 word written report.

B2. The students, after lecture, will describe "management development program," as indicated by accumulating 70 points on a 300 word written report.

B3. The students, after lecture, will describe "promotion from within policy," as indicated by accumulating 70 points on a 300 word written report.

C1. The students, after lecture, will describe a deluxe hotel as indicated by 70% accuracy on a written test.

C2. The students, after lecture, will describe a "all suite hotel" deluxe hotel as indicated by 70% accuracy on a written test.

C3. The students, after lecture, will describe a "Spa/resort hotel" as indicated by 70% accuracy on a written test.

C4. The students, after lecture, will describe a "bed and breakfast inn hotel" as indicated by 70% accuracy on a written test.

D1. The students, after lecture and tour of a hotel, will define "Human Resources" as indicated by 70% accuracy on a written test.

D2. The students, after lecture and tour of a hotel, will define "food and beverages" as indicated by 70% accuracy on a written test.

D3. The students, after lecture and tour of a hotel, will define "Housekeeping" as indicated by 70% accuracy on a written test.

D4. The students, after lecture and tour of a hotel, will define "Front Office" as indicated by 70% accuracy on a written test.

D5. The students, after lecture and tour of a hotel, will define "Reservations" as indicated by 70% accuracy on a written test.

D6. The students, after lecture and tour of a hotel, will define "Sales and Marketing" as indicated by 70% accuracy on a written test.

D7. The students, after lecture and tour of a hotel, will define "Engineering" as indicated by 70% accuracy on a written test.

E1. The students, after tour and viewing photos, will sketch types of rooms/suites on a complete/non-complete basis.

E2. The students, after tour and viewing photos, will sketch types of lobbies, on a complete/non-complete basis.

E3. The students, after tour and viewing photos, will sketch types of restaurants, on a complete/non-complete basis.

E4. The students, after tour and viewing photos, will sketch types of "outdoor facilities" for "rooms/suites," on a complete/non-complete basis.

F1. The students, after lecture and demonstration, will define the guest-innkeeper relationship, as indicated by 70% accuracy on a written test.

F2. The students, after lecture and demonstration, will describe making a reservation as indicated by 70% accuracy on a written test.

F3. The students, after lecture and demonstration, will describe check in/check out procedures as indicated by 70% accuracy on a written test.

F4. The students, after lecture and demonstration, will describe concierge service as indicated by 70% accuracy on a written test.

F5. The students, after lecture and demonstration, will describe "clubs and awards for guests" as indicated by 70% accuracy on a written test.

F6. The students, after lecture and demonstration, will describe "room service" as indicated by 70% accuracy on a written test.

F7. The students, after lecture and demonstration, will describe "transportation services" as indicated by 70% accuracy on a written test.

UNIT VIII FLIGHT ATTENDANT

A1. The students, after lecture, will define the role of a Flight Attendant, as indicated by 70% accuracy on a written test.

A2. The students, after lecture, will describe the Flight Attendant training program, as indicated by 70% accuracy on a written test.

A3. The students, after discussion of flight attendant rules, will recognize rules of employment, as indicated by 70% accuracy on a written test.

A4. The students, after discussion of flight attendant rules, will recognize job performance rules, as indicated by 70% accuracy on a written test.

B1. The students, having completed classroom exercises, oral and written, will identify the parts of an airplane, by correctly answering 70% of questions on a written test.

B2. The students, having completed classroom exercises, oral and written, will describe the four forces, by correctly answering 70% of questions on a written test.

B3. The students, having completed classroom exercises, oral and written, will describe the control surfaces, by correctly answering 70% of questions on a written test.

B4. The students, having completed classroom exercises, oral and written, will define roll, pitch and yaw, by correctly answering 70% of questions on a written test.

B5. The students, after lecture, will simulate a flight in an actual aircraft simulator on a pass/fail basis.

C1. The students, after memorization of announcements, will rehearse DC-9 and 737-300 departure announcements, as indicated by a minimum 70 points on the instructor's rating scale for the performance of the announcements.

C2. The students, after memorization of announcements, will rehearse DC-9 and 737-300 level off announcements, as indicated by a minimum 70 points on the instructor's rating scale for the performance of the announcements.

C3. The students, after memorization of announcements, will rehearse DC-9 and 737-300 arrival announcements, as indicated by a minimum 70 points on the instructor's rating scale for the performance of the announcements.

C4. The students, after practice in the mock aircraft cabin, will rehearse DC-9 and 737-300 demonstrations, as indicated by a minimum of 70 points on the instructor's rating scale for the performance of the demonstrations.

D1. The students, after lecture will describe flight attendant check-in to a 70% accuracy on a written test.

D2. The students, after classroom instruction, will state pre-boarding duties as indicated by 70% accuracy on a written test.

D3. The students, after classroom instruction, will state boarding duties as indicated by 70% accuracy on a written test.

D4. The students, after lecture will describe pre-flight duties as indicated by 70% accuracy on a written test.

D5. The students, after lecture will describe inplaning of passengers as indicated by 70% accuracy on a written test.

D6. The students, after demonstration, will complete flight attendant forms as indicated by 70% accuracy on a written test.

D7. The students, having completed classroom exercises, will interpret system timetables as indicated by 70% accuracy on a written test.

E1. The students, after classroom exercises, will state complimentary beverage service duties as indicated by 70% accuracy on a written test.

E2. The students, after classroom exercises, will state serving cart set-up as indicated by 70% accuracy on a written test.

E3. The students, after classroom exercises, will state serving cart service as indicated by 70% accuracy on a written test.

E4. The students, after classroom exercises, will state tray service duties as indicated by 70% accuracy on a written test.

F1. The students, after classroom exercises and practice aboard an aircraft, will perform planned emergency techniques as indicated by 70% accuracy during a mock emergency situation.

F2. The students, after classroom exercises and practice aboard an aircraft will perform verbal commands as indicated by 70% rating on the intructor's performance scale.

F3. The students, after practice on aircraft doors on mock cabins, will perform door operations so that the door is opened and closed accurately.

F4. The students, after instruction from teacher and flight attendant advisor, will perform slide evacuation on the actual aircraft slide to meet performance level standards set by F.A.A.

F5. The students, after demonstration by the instructor, will demonstrate life vest operation with actual aircraft life vests, to meet performance level standards set by F.A.A.

F6. The students, after demonstration by the teacher, will demonstrate oxygen bottle use with actual aircraft oxygen bottles to meet performance level standards set by F.A.A.

F7. The students, after demonstration by the teacher and agent from Fire Fighters Company, will demonstrate fire equipment use to meet performance levels set by the F.A.A.

F8. The students, after demonstration of first aid techniques and completion of the First Aid handbook, will demonstrate first aid techniques to meet performance level standards set by the F.A.A.

G1. The students, after lecture and demonstration, will role-play a scheduled flight to earn 70 points on a teacher rating scale

G2. The students, after lecture and demonstration, will role-play interaction with problem passengers to earn 70 points as a teacher rating scale.

G3. The students, after lecture and demonstration will role-play interaction with fellow employees, to earn 70 points on a teacher rating scale.

H1. The students, after completing a first aid course will complete a Red Cross exam to an 85% accuracy.

H2. The students, after completing a C.P.R. course will complete a Red Cross exam to an 85% accuracy.

IX CUSTOMER RELATIONS

A1. The students, after lecture and demonstration, will describe care of the first time traveler as indicated in a 400 word written report.

A2. The students, after lecture and demonstration, will describe care of the demanding customer as indicated in a 400 word written report.

A3. The students, after lecture and demonstration, will describe care of the fearful customer as indicated in a 400 word written report.

A4. The students, after lecture and demonstration, will describe care of the irate customer as indicated in a 400 word written report.

B1. The students, after demonstration and participation, will demonstrate interaction with good manners as indicated by accumulating 70 points on a practical test.

B2. The students, after demonstration and participation, will role-play a courteous greeting as indicated by accumulating 70 points on a practical test.

B3. The students, after demonstration and participation, will role-play a polite dismissal as indicated by accumulating 70 points on a practical test.

B4. The students, after demonstration and participation, will role-play a tactful interaction in stressful situations as indicated by accumulating 70 points on a practical test.

B5. The students, after lecture, will speak with elimination of improper words and phrases as indicated by a daily participation chart rating.

C1. The students, after lecture and demonstration, will display good eye-contact during interaction, as indicated by accumulating 70 points on a practical test.

C2. The students, after lecture and demonstration, will display good facial expressions during interaction, as indicated by accumulating 70 points on a practical test.

C3. The students, after demonstration, will demonstrate a handshake on a complete/non-complete basis.

C4. The students, after demonstration and practice, will recognize and perform body language cues, as indicated by accumulating 70 points on a practical test.

D1. The students, after demonstration in class, will do illustration of making a good first impression as indicated by accumulating 70 points on a practical test/mock transaction with customers.

D2. The students, after demonstration in class, will do illustration of setting a company image, as indicated by accumulating 70 points on a practical list/mock transaction with customers.

D3. The students, after demonstration in class, will do illustration of "use of tone of voice" as indicated by accumulating 70 points on a practical list/mock transaction with customers.

D4. The students, after demonstration in class, will do illustration of "display of positive attitude" as indicated by accumulating 70 points on a practical list/mock transaction with customers.

D5. The students, after observation and practice, will in a demonstration, compliment the customer as indicated by accumulating 70 points.

D6. The students, after observation and practice will, in a demonstration, avoid arguments and conflicts with customers and co-workers as indicated by accumulating 70 points.

UNIT X PROFESSIONAL DEVELOPMENT

A1. The students, in class, will observe the USAir "Personal Hygiene" film on a complete/non-complete basis.

A2. The students, in class, will complete the USAir "Professional Grooming" booklet and obtain a 70% score on a written test.

B1. The students, in class, will observe a skin care demonstration on a complete/non-complete basis.

B2. The students, with actual skin care products, will do test application of skin care preparations on a complete/non-complete basis.

B3. The students, in class, will discuss skin care problems with a professional and prepare a written report of 300 words.

C1. The students, in class, will observe a hair care demonstration on a complete/non-complete basis.

C2. The students, with actual hair care products, will do test application of hair care preparations on a complete/non-complete basis.

C3. The students, in class, will discuss hair care problems with a professional and prepare a written report of 300 words.

C4. The students, after demonstration and lecture, will describe business-like hair styles to a 70% accuracy on a written test.

D1. The students, in class, will observe a professional make-up application on a complete/non-complete basis.

D2. The students, with actual make-up, will do a test application of make-up preparations on a complete/non-complete basis.

D3. The students, in class, will discuss make-up techniques with a professional and prepare a written report of 300 words.

D4. The students, after demonstration and lecture, will describe business-like make-up applications to a 70% accuracy on a written test.

E1. The students, after observation and practice, will demonstrate correct sitting posture as indicated by 70% accuracy on a written test.

E2. The students, after observation and practice, will demonstrate correct standing posture as indicated by 70% accuracy on a written test.

E3. The students, after observation and practice, will demonstrate correct lifting procedure as indicated by 70% accuracy on a written test.

E4. The students, after observation and practice, will describe exercises to promote good posture as indicated by 70% accuracy on a written test.

F1. The students, after lecture will, list daily food requirements as indicated by 70% accuracy on a written test.

F2. The students, after lecture will, describe safe sodium, fat, cholesterol, calorie intake levels as indicated by 70% accuracy on a written test.

F3. The students, after lecture will, interpret food package labels as indicated by 70% accuracy on a written test.

F4. The students, after lecture will, describe weight control plans as indicated by 70% accuracy on a written test.

F5. The students, after lecture will, describe effects of exercise on diet and health as indicated by 70% accuracy on a written test.

F6. The students, after lecture will, prepare fitness program of diet and exercise as indicated by 70% accuracy on a written test.

G1. The students, in class, will observe a manicure demonstration on a complete/non-complete basis.

G2. The students, with manicure equipment, will do a test application of manicure preparations on a complete/non-complete basis.

G3. The students, in class, will observe a nail tip application on a complete/non-complete basis.

G4. The students, after demonstration and lecture, will describe a business-like manicure to a 70% accuracy on a written test.

H1. The students, after receiving directions, will purchase dress code requirements as outlined in the "Dress For Success" uniform description.

H2. The students, upon receiving uniform pieces, will wear items listed in dress code requirements, each class day.

H3. The students, after receiving directions, will care for clothing and accessories required, each class day.

UNIT XI COMPUTER SKILLS

A1. The student, after lecture and note taking, will define computer terminology, as indicated by 70% accuracy on a written test.

A2. The student, after demonstration, will boot-up a computer on a complete/non-complete basis.

A3. The students, after lecture and demonstration, will demonstrate dish management skills on a computer on a complete/non-complete basis.

A4. The students, after lecture and demonstration, will practice safe care of the unit on a daily basis.

B1. The students, after lecture and demonstration, will demonstrate use of function keys, on a computer on a complete/non-complete basis.

B2. The students, after lecture and demonstration, will demonstrate use of letter keys, on a computer on a complete/non-complete basis.

B3. The students, after lecture and demonstration, will demonstrate use of number keys, on a computer on a complete/non-complete basis.

C1. The students, after demonstration, will boot-up typing program on a complete/non-complete basis.

C2. The students, after receiving directions, will type as directed in the typing lessons and scores will be taken to record progress.

D1. The students, after receiving directions will complete the word processing program as indicated by a 70% accuracy on a performance test.

D2. The students, after demonstration and practice, will create letters using word perfect, to a 70% accuracy by a performance test.

UNIT XII JOB SEARCH

A1. The students, after lecture and note-taking, will define Martin's Magic Formula, as indicated by 70% accuracy on a written test.

A2. The students, after lecture and note-taking, will define networking as indicated by 70% accuracy on a written test.

A3. The students, after lecture and not-taking, will describe job search techniques as indicated by 70% on a written test.

B1. The students, after demonstration, will describe a business letter form, as indicated by 70% accuracy on a written test.

B2. The students, after demonstration, will prepare required cover letter contents as indicated by 70% accuracy on a written test.

B3. The students, after demonstration and practice will complete a cover letter using Work Perfect, to a 70% accuracy on a performance test.

C1. The students, after lecture and demonstration, will describe resume forms to a 70% accuracy on a written test.

C2. The students, after lecture and demonstration, will list employment data to a 70% accuracy on a written test.

C3. The students, after lecture and demonstration, will list education data to a 70% accuracy on a written test.

C4. The students, after lecture and demonstration, will list competencies as indicated to a 70% accuracy on a written test.

C5. The students, after lecture and demonstration and practice, will complete a resume using Word Perfect, to a 70% accuracy on a written test.

D1. The students, after lecture and demonstration, will define parts of an application to a 70% accuracy on a written test.

D2. The students, after lecture, will describe the application procedure as indicated by a 70% accuracy on a written test.

D3. The students, after demonstration and practice, will fill out an application by hand to a 70% accuracy.

E1. The students, after lecture, will prepare clothing for an interview on a complete/non-complete basis.

E2. The students, after lecture, will prepare make-up and hair for an interview on a complete/non-complete basis.

E3. The students, after lecture and demonstration, will demonstrate a greeting on a complete/non-complete basis.

E4. The students, after lecture and demonstration, will demonstrate physical and emotional requirements on a complete/non-complete basis.

E5. The students, after demonstration and practice, will rehearse questions and answers on a complete/non-complete basis.

E6. The students, after demonstration and practice, will complete a mock interview as indicated by obtaining 70 points on an interviewing rating scale.

UNIT XIII JOB SURVIVAL SKILLS

A1. The students, after lecture, will use proper names and titles as indicated by 70% accuracy on a written test.

A2. The students, after lecture, will illustrate chain of command as indicated by 70% accuracy on a written test.

A3. The students, after lecture, will list rules for dealing with a boss as indicated by 70% accuracy on a written test.

A4. The students, after lecture, will list rules for dealing with a co-worker as indicated by 70% accuracy on a written test.

B1. The students, after demonstration by the teacher, will demonstrate telephone skills as indicated by 70% accuracy on a performance test.

B2. The students, after lecture and demonstration, will take messages as indicated by 70% accuracy on a performance test.

B3. The students, after demonstration by the teacher, will demonstrate listening skills to a 70% accuracy on a performance test.

B4. The students, after a demonstration, will write a memo as indicated by 70% accuracy on a performance test.

C1. The students, after reviewing class rules, will arrive in class on time as indicated by a daily check list.

C2. The students, after reviewing class rules, will attend class regularly as indicated by a daily check list.

C3. The students, after reviewing class rules, will arrive in class with materials as indicated by a daily check list.

C4. The students, after reviewing class rules, will participate while in class as indicated by a daily check list.

C5. The students, after reviewing class rules will keep classroom in good order as indicated by a daily check list.

C6. The students, after reviewing class rules, will refrain from chewing gum as indicated by a daily check list.

D1. The students, after lecture, will set career goals, as indicated by a written report submitted to the teacher.

D2. The students, after lecture, will list positive self-traits as indicated by a written report submitted to the teacher.

D3. The students, after lecture, will write a self-contract as indicated by a written report submitted to the teacher.

D4. The students, after lecture, will set a plan to reinforce goal attainment as indicated by a written report submitted to the teacher.

E1. The students, after lecture, will list components of an assertive philosophy, as indicated by 70% accuracy on a written test.

E2. The students, after lecture and demonstration, will describe non-verbal behavior as indicated by 70% accuracy on a written test.

E3. The students, after lecture, will list irrational beliefs, as directed by 70% accuracy on a written test.

E4. The students, after lecture, will describe types of assertion as indicated by 70% accuracy on a written test.

E5. The students, after lecture and demonstration, will demonstrate making/refusing regrets as indicated by a 70 point score on a performance test.

E6. The students, after lecture and demonstration, will demonstrate expressing anger as indicated by a 70 point score on a performance test.

F1. The students, after lecture, will identify personal/job stresses as indicated by 70% accuracy on a written test.

F2. The students, after lecture, will describe flight/fight responses as indicated by 70 % accuracy on a written test.

F3. The students will, after given directions, complete a stress level test in written form on a complete/non-complete basis.

F4. The students, after lecture, will list symptoms of/reactions to stress as indicated by 70% accuracy on a written test.

F5. The students, after lecture, will develop a coping skills plan as indicated by a 300 word written report submitted to the teacher.

F6. The students, after lecture, will demonstrate relaxation techniques as indicated by a complete/non-complete on a performance test.

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL -- YEAR B

PERFORMANCE OBJECTIVES

CIP CODE 08.1101

UNIT I INTRODUCTION TO TRAVEL AND TOURISM II

A1. The students, having taken notes and engaged in classroom discussion, will recognize the organization of an the travel industry as indicated by 70% correct responses given to oral questions from the instructor.

A2. The students, having taken notes and viewed films, will cite travel industry history, by correctly answering 70% of questions on a written test.

A3. The students, having taken notes and engaged in classroom discussion will identify government agency functions, by correctly answering 70% of questions on a written test.

A4. The students. having completed classroom exercises, will describe airport facilities, by correctly answering 70% of questions on a written test.

A5. The students, having taken notes and engaged in classroom discussion, will describe travel agency facilities, by correctly answering 70% of questions on a written test.

A6. The students, having taken notes and engaged in classroom discussion will describe bus depot/train station facilities, by correctly answering 70% of questions on a written test.

A7. The students, having taken notes and engaged in classroom discussion will describe car rental/parking facilities, by correctly answering 70% of questions on a written test.

A8. The students having taken notes and engaged in classroom discussion will describe hotel facilities by correctly answering 70% of questions on a written test.

A9. The students, having taken notes and engaged in classroom discussion will describe convention/visitor bureaus by correctly answering 70% of questions on a written test.

A10. The students, having taken notes and engaged in classroom discussion, will describe the effects of deregulation, as indicated by 70% correct responses given to oral questions from the instructor.

B1. The students, having completed classroom exercises, will identify airline occupations by naming specific airline occupations to a 70% degree of accuracy, when given a list of competencies.

B2. The students, having completed classroom exercises, will identify travel agency occupations by naming specific travel agency occupations to a 70% degree of accuracy, when given a list of competencies.

B3. The students, having completed classroom exercises, will identify bus/train company occupations by naming specific bus/train occupations to a 70% degree of accuracy, when given a list of competencies.

B4. The students, having completed classroom exercises, will identify car rental/parking company occupations by naming specific car rental/parking company occupations to a 70% degree of accuracy, when given a list of competencies.

B5. The students, having completed classroom exercises, will identify hotel, convention/visitor bureau occupations by naming specific hotel, convention/visitor bureau occupations to a 70% degree of accuracy, when given a list of competencies.

C1. The students, after completing classroom exercises, will identify the 7 continents from pictures on a written test to a 70% degree of accuracy.

C2. The students after completing classroom exercises, will identify major cities, international from pictures on a written test to a 70% degree of accuracy.

C3. The students after completing classroom exercises, will identify major bodies of water from pictures on a written test to a 70% degree of accuracy.

C4. The students after completing classroom exercises, will identify 50 states of the United States from pictures on a written test to a 70% degree of accuracy.

C5. The students after completing classroom exercises, will identify major cities in North America from pictures on a written test to a 70% degree of accuracy.

D1. The students, having completed classroom exercises, will write the 50 2-letter state codes, with 70% accuracy when given a blank map of the United States.

D2. The students, having completed classroom exercises, will decode 100 city/airport codes, with 70% accuracy when given a list of codes.

D3. The students having completed classroom exercises, will code 200 city/airport names, with 70% accuracy, when given a list of names.

D4. The students, having completed classroom exercises, will decode air carrier codes, with 70% accuracy when given a list of codes.

D5. The students, having completed classroom exercises, will decode air carrier codes, with 70% accuracy, when given a list of names.

D6. The students, having and completed classroom exercises, will translate airport names form city names with 70% accuracy, when given a list of airport names.

D7. The students, having completed classroom exercises, will translate city names from airport names with 70% accuracy, when given a list of airport names.

E1. The students, having taken notes and engaged in classroom discussion, will define airline terminology, by correctly answering 70% of questions on a written test.

E2. The students, having taken notes and engaged in classroom discussion, will define travel agency terminology, by correctly answering 70% of questions on a written test.

E3. The students, having taken notes and engaged in classroom discussion, will define bus/train company terminology, by correctly answering 70% of questions on a written test.

E4. The students, having taken notes and engaged in classroom discussion, will define car rental/parking company terminology, by correctly answering 70% of questions on a written test.

E5. The students, having taken notes and engaged in classroom discussion, will define hotel/convention/visitor bureau terminology, by correctly answering 70% of questions on a written test.

F1. The students, after lecture and completion of written exercises, will compute 24-hour clock time, by converting 12 to 24 and 24 to 12-hour clock time to a 70% degree of accuracy on a written test.

F2. The students, after lecture and demonstration, will identify global time zones, to a 70% degree of accuracy on a written test.

F3. The students, after lecture and completion of written exercises, will compute Zulu time, by converting time from various zones to Greenwich Mean time, to a 70% degree of accuracy on a written test.

UNIT II VACATION LANDS

A1. The students, after lecture and discussion, will describe the geography of Europe as indicated by 70% accuracy on a written test.

A2. The students, after lecture and discussion, will describe the climate of Europe as indicated by 70% accuracy on a written test.

A3. The students, after lecture and discussion, will describe the culture of Europe as indicated by 70% accuracy on a written test.

A4. The students, after lecture and discussion, will describe the tourist attractions of Europe as indicated by 70% accuracy on a written test.

B1. The students, after lecture and discussion, will describe the geography of Canada as indicated by 70% accuracy on a written test.

B2. The students, after lecture and discussion, will describe the climate of Africa as indicated by 70% accuracy on a written test.

B3. The students, after lecture and discussion, will describe the culture of Africa as indicated by 70% accuracy on a written test.

B4. The students, after lecture and discussion, will describe the tourist attractions of Africa as indicated by 70% accuracy on a written test.

C1. The students, after lecture and discussion, will describe the geography of Asia as indicated by 70% accuracy on a written test.

C2. The students, after lecture and discussion, will describe the climate of Asia as indicated by 70% accuracy on a written test.

C3. The students, after lecture and discussion, will describe the culture of Asia as indicated by 70% accuracy on a written test.

C4. The students, after lecture and discussion, will describe the Tourist attractions of Asia as indicated by 70% accuracy on a written test.

D1. The students, after lecture and discussion, will describe the geography of South America as indicated by 70% accuracy on a written test.

D2. The students, after lecture and discussion, will describe the climate of Australia as indicated by 70% accuracy on a written test.

D3. The students, after lecture and discussion, will describe the culture of Australia as indicated by 70% accuracy on a written test.

D4. The students, after lecture and discussion, will describe the tourist attractions of Australia as indicated by 70% accuracy on a written test.

E1. The students, after lecture and discussion, will describe the geography of Hawaii and Alaska as indicated by 70% accuracy on a written test.

E2. The students, after lecture and discussion, will describe the climate of Hawaii and Alaska as indicated by 70% accuracy on a written test.

E3. The students, after lecture and discussion, will describe the culture of Hawaii and Alaska as indicated by 70% accuracy on a written test.

E4. The students, after lecture and discussion, will describe the tourist attractions of Hawaii and Alaska as indicated by 70% accuracy on a written test.

UNIT III TICKET AGENT

A1. The students, on tour at G.P.I.A., will observe passenger check-in procedure on a complete/non-complete basis.

A2. The students, on tour at G.P.I.A., will observe airport ticketing procedure on a complete/non-complete basis.

A3. The students, after a tour and lecture will define customer service as indicated by accumulating 70 points on a 250 word written report.

B1. The students, having received pictures and diagrams and completed visual exercises, will identify the BAC-11, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B2. The students, having received pictures and diagrams and completed visual exercises, will identify the DC-9, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B3. The students, having received pictures and diagrams and completed visual exercises, will identify the B 737, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B4. The students, having received pictures and diagrams and completed visual exercises, will identify the B 727-200, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B5. The students, having received pictures and diagrams and completed visual exercises, will identify the B 747, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B6. The students, having received pictures and diagrams and completed visual exercises, will identify the L 10-11, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B7. The students, having received pictures and diagrams and completed visual exercises, will identify the DC-10, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B8. The students, having received pictures and diagrams and completed visual exercises, will identify the Boeing 757, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B9. The students, having received pictures and diagrams and completed visual exercises, will identify the Boeing 767, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B10. The students, having received pictures and diagrams and completed visual exercises, will identify the Concord, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B11. The students, having received pictures and diagrams and completed visual exercises, will identify the Air Bus, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

B12. The students, having received pictures and diagrams and completed visual exercises, will identify the MD 80, to a 70% degree of accuracy, when given an image and/or descriptive data on a written test.

C1. The students, after lecture and having completed Eagle lessons, will review preparation of a P.N.R. as indicated by 70% accuracy on a written test.

C2. The students, after lecture and practice on C.R.T., will decipher ticket entry codes as indicated by 70% accuracy on a written test.

C3. The students, after receiving instructions and demonstration, will generate A.T.B. from P.N.R. on a complete/non-complete basis.

C4. The students, after lecture and demonstration, will complete hand written tickets as indicated by 70% accuracy on a written test.

C5. The students, after lecture and demonstration, will distribute ticket coupons printed from computer on a complete/non-complete basis.

C6. The students, after completion of Eagle lesson, will prepare a ticket sales report in the computer to accumulate 70 points.

D1. The students, after lecture, will decipher boarding pass codes as indicated by 70% accuracy on a written test.

D2. The students, after demonstration, will generate A.T.B. boarding passes from the computer on a complete/non-complete basis.

E1. The students, after completing the fare quote section in the Fares Workbook,, will enter fare quote statements into the computer, as indicated by a minimum 70 point score on a computer role-play

E2. The students, after completing the fare quote section of the Fare Workbook, will read fare quote displays, as indicated by 70% accuracy on a written test.

E3. The students, after classroom role play, will quote fares to the passenger as indicated by 70% correct responses given to oral questions from the instructor.

E4. The students, after completing the fare terminology and rules section of the Fare Workbook, will interpret fare rules as indicated by 70% accuracy on a written test.

E5. The students, after completing the Fare Workbook and class exercises, will construct excursion fares as indicated by 70%accuracy on a written test.

E6. The students, after completing the Fare Workbook and class exercises, will construct special passenger fare as indicated by 70%accuracy on a written test.

E7. The students, after completing the Fare Workbook and class exercises, will construct circle trip fares as indicated by 70%accuracy on a written test.

E8. The students, after completing the Fare Workbook and class exercises, will construct open jaw fares as indicated by 70% accuracy on a written test.

E9. The students, after completing the Fare Workbook and role-play on the computer, will enter itinerary pricing statements into the C.R.T. as indicated by 70%accuracy on a written test.

E10. The students, after completing the Fare Workbook will read itinerary pricing displays as indicated by 70%accuracy on a written test.

E11. The students, after completing the Fare Workbook and class exercises, will price itineraries as indicated by 85% accuracy on a written test.

F1. The students, with reference to the Form of Payment booklet, will apply check acceptance procedures as indicated by 85% accuracy on a written test.

F2. The students, with reference to the Form of Payment booklet, will apply credit card procedures as indicated by 85% accuracy on a written test.

F3. The students, with reference to the Form of Payment booklet, will apply G.T.R. procedures as indicated by 85% accuracy on a written test.

F4. The students, after lecture and demonstration, will describe P.T.A. procedure as indicated by 70% accuracy on a written test.

F5. The students, with reference to the Form of Payment booklet, will apply M.C.O. procedures as indicated by 85% accuracy on a written test.

G1. The students, after lecture and demonstration, will compute a reissue with additional collection, as indicated by 70% accuracy on a written test.

G2. The students, after lecture and demonstration, will compute a reissue with refund, as indicated by 70% accuracy on a written test.

G3. The students, after lecture and demonstration, will issue a refund check as indicated by 70% accuracy on a written test.

G4. The students, after lecture and demonstration, will revalidate an A.T.B. using actual tickets and stickers, on a complete/non-complete basis.

G5. The students, after lecture and demonstration, will revalidate a boarding pass using actual tickets and stickers, on a complete/non-complete basis.

H1. The students, after observation, will demonstrate giving flight information as indicated by accumulating 70 points on a practical test.

H2. The students, after observation, will demonstrate giving gate information as indicated by accumulating 70 points on a practical test.

H3. The students, after observation, will demonstrate giving a re-booking voluntary as indicated by accumulating 70 points on a practical test.

H4. The students, after observation, will demonstrate giving a re-booking involuntary as indicated by accumulating 70 points on a practical test.

I1. The students, after observation, will ticket a time limit passenger by making necessary computer entries to generate a ticket.

I2. The students, after observation, will ticket a future booking by making necessary computer entries to generate a ticket.

I3. The students, after demonstration will complete ticketing forms as indicated by 70% accuracy on a written test.

I4. The students, after observation, will ticket a passenger with connecting baggage by showing correct entries to 70% accuracy on a written test.

UNIT IV GATE AGENT

A1. The students, on tour at G.P.I.A., will observe the airport gate check-in, on a complete/non-complete basis.

A2. The students, on tour at G.P.I.A., will observe the airport central agent on a complete/non-complete basis.

A3. The students, after observation and lecture, will define check-in duties as indicated by accumulating 70 points on a 300 word written report.

B1. The students, after lecture, will complete a seat selection input, as indicated by 70% accuracy on a written test.

B2. The students, after lecture, will complete a check-in input, as indicated by 70% accuracy on a written test.

B3. The students, after lecture and demonstration, will interpret boarding passes, as indicated by 70% accuracy on a written test.

B4. The students, after demonstration and practice, will make gate boarding announcements as indicated by 70% accuracy on a written test.

C1. The students after lecture will describe pre-boarding procedures, as indicated by 70% accuracy on a written test.

C2. The students, after lecture, will define irregularities as indicated by 70% accuracy on a written test.

C3. The students, after lecture, will describe area sale procedures as indicated by 70% accuracy on a written test.

C4. The students, after lecture, will describe misconnect procedures as indicated by 70% accuracy on a written test.

D1. The students, after lecture will, role-play pre-boarding with transfers, as indicated by 70% accuracy on a practical test.

D2. The students, after lecture will, role-play an over sale, as indicated by 70% accuracy on a practical test.

D3. The students, after lecture will, role-play a misconnect as indicated by 70% accuracy on a written test.

UNIT V TRAVEL AGENCY

A1. The students, after lecture, will list types of agencies as indicated by 70% accuracy on a written test.

A2. The students, after lecture, will draw an operational chart, as indicated by 70% accuracy on a written test.

A3. The students, after lecture, will describe job functions, as indicated by 70% accuracy on a written test.

B1. The students, after lecture, demonstration and practice, will prepare passenger tickets as indicated by 70% accuracy on a written test.

B2. The students, after lecture, demonstration and practice, will prepare M.C.O's as indicated by 70% accuracy on a written test.

B3. The students, after lecture, demonstration and practice, will prepare tour orders as indicated by 70% accuracy on a written test.

B4. The students, after lecture, demonstration and practice, will prepare pre-paid tickets advices as indicated by 70% accuracy on a written test.

B5. The students, after lecture, demonstration and practice, will prepare universal credit charge forms as indicated by 70% accuracy on a written test.

B6. The students, after lecture, demonstration and practice, will prepare refund notices as indicated by 70% accuracy on a written test.

B7. The students, after lecture, demonstration and practice, will prepare ticket exchange notices as indicated by 70% accuracy on a written test.

B8. The students, after lecture, demonstration and practice, will prepare a sales report as indicated by 70% accuracy on a written test.

B9. The students, after lecture, demonstration and practice, will prepare extended writing slips as indicated by 70% accuracy on a written test.

B10. The students, after lecture, demonstration and practice, will prepare revalidation stickers as indicated by 70% accuracy on a written test.

C1. The students, after lecture and demonstration, will interpret airline guide flight information as indicated by 70% on a written test.

C2. The students, after lecture and demonstration, will interpret travel planner city information as indicated by 70% on a written test.

C3. The students, after lecture and demonstration, will interpret hotel information as indicated by 70% on a written test.

D1. The students, after lecture, demonstration and practice, will interpret minimum connecting time as indicated by 70% accuracy on a written test.

D2. The students, after lecture, demonstration and practice will construct 2 and 3 part connections as indicated by 70% accuracy on a written test.

D3. The students, after lecture, demonstration and practice, will interpret cruise brochures as indicated by 70% accuracy on a written test.

D4. The students, after lecture and demonstration will make hotel reservations, as indicated by 70% accuracy on a practical test.

E1. The students, after lecture, will describe cash/credit transactions as indicated by 70% accuracy on a written test.

E2. The students, after lecture, will describe ticket delivery as indicated by 70% accuracy on a written test.

E3. The students, after lecture and demonstration, will take and relay messages as indicated by 70% accuracy on a practical test.

E4. The students, after observation and practice, will demonstrate phone communication as indicated by 70% accuracy on a practical test.

E5. The students, after observation and practice, will demonstrate procedures to handle walk-ins as indicated by 70% accuracy on a practical test.

F1. The students, after lecture, demonstration and practice will construct air travel trip as indicated by 70% accuracy on a written test.

F2. The students, after lecture, demonstration and practice will construct land travel trip as indicated by 70% accuracy on a written test.

F3. The students, after lecture, demonstration and practice will construct cruise trip as indicated by 70% accuracy on a written test.

F4. The students, after lecture, demonstration and practice will construct combination trips as indicated by 70% accuracy on a written test.

UNIT VI INTERNATIONAL TRAVEL PROCEDURES

A1. The students, after lecture, will compute apex fare types as indicated by 70% accuracy on a written test.

A2. The students, after lecture, will compute transorder taxes/charges as indicated by 70% accuracy on a written test.

A3. The students, after lecture, will compute banker/burger rates as indicated by 70% accuracy on a written test.

A4. The students, after lecture, will compute Alaskan/Hawaiian fares as indicated by 70% accuracy on a written test.

A5. The students, after lecture, will compute Canadian/Mexican fares as indicated by 70% accuracy on a written test.

A6. The students, after lecture, will compute Cross Atlantic/Pacific fares as indicated by 70% accuracy on a written test.

B1. The students, after lecture will state apex rules and requirements as indicated by 70% accuracy on a written test.

B2. The students, after lecture will construct fare ladders as indicated by 70% accuracy on a written test.

B3. The students, after lecture will interpret currency indicators as indicated by 70% accuracy on a written test.

B4. The students, after lecture and demonstration, will write excess baggage tickets as indicated by 70% accuracy on a written test.

C1. The students, after lecture and demonstration, will compete proof of citizenship forms as indicated by 70% accuracy on a written test.

C2. The students, after lecture and demonstration, will complete an application for a passport as indicated by 70% accuracy on a written test.

C3. The students, after lecture and demonstration, will complete an application for a visa as indicated by 70% accuracy on a written test.

D1. The students, after lecture, will identify health requirements as indicated by 70% accuracy on a written test.

D2. The students, after lecture, will describe airport departure procedures as indicated by 70% accuracy on a written test.

D3. The students, after lecture, will describe airport arrival procedures as indicated by 70% accuracy on a written test.

D4. The students, after lecture, will identify health requirements as indicated by 70% accuracy on a written test.

D5. The students, after lecture, will identify personal security system as indicated by 70% accuracy on a written test.

E1. The students, after lecture, will identify procedures for driving in a foreign country as indicated by 70% accuracy on a written test.

E2. The students, after lecture, will identify procedures for bussing in a foreign country as indicated by 70% accuracy on a written test.

E3. The students, after lecture, will identify procedures for train transportation in a foreign country as indicated by 70% accuracy on a written test.

E4. The students, after lecture, will identify procedures for water transportation in a foreign country as indicated by 70% accuracy on a written test.

F1. The students, after lecture, will define bank procedures as indicated by 70% accuracy on a written test.

F2. The students, after lecture, will compute exchange rates, as indicated by 70% accuracy on a written test.

FLEET SERVICE

1. The students, after class discussion, will define the job of a cargo sales agent as indicated by 85% accuracy to questions on a written test.

A2. The students, after class discussion, will define the job of a cargo fleet service agent as indicated by 85% accuracy to questions on a written test.

A3. The students, after viewing films and class discussion, will describe air cargo service as indicated by 85% accuracy to questions on a written test.

A4. The student, after classroom instruction, will define air cargo terminology as indicated by 85% accuracy on a written test.

B1. The students, in an actual hotel, will listen to the hotel representative as indicated by oral responses to instructor's questions.

B2. The students, after demonstration, will identify airway envelope procedure as indicated by 70% accuracy on a written test.

. The students, after demonstration, will describe distribution of airway bell parts as indicated by 70% accuracy on a written test.

B4. The students, after demonstration, will describe use of special tags as indicated by 70% accuracy on a written test.

C1. The students, after completion of classroom exercises, will compute gross weight charges as indicated by 85% accuracy on a written test.

C2. The students, after completion of classroom exercises, will compute dimensional weight charges as indicated by 85% accuracy on a written test.

C3. The students, after completion of classroom exercises, will compute exception ratings as indicated by 85% accuracy on a written test.

C4. The students, after completion of classroom exercises, will compute (excess valuation charges) as indicated by 85% accuracy on a written test.

C5. The students, after completion of classroom exercises, will compute (pick-up and delivery charges) as indicated by 85% accuracy on a written test.

D1. The students, after completion of cargo workbooks, will describe P.D.Q. regulations as indicated by 85% accuracy on a written test.

D2. The students, after completion of cargo workbooks, will describe cargo loading as indicated by 85% accuracy on a written test.

D3. The students, after completion of restricted articles workbooks, will state restricted articles regulations as indicated by 85% accuracy on a written test.

E1. The students, after demonstration and practice, will role-play customer interaction, to earn 70 points on a practical test.

E2. The students, after demonstration and practice, will weigh and measure packages, to earn 70 points on a practical test.

E3. The students, after demonstration and practice, will label and tax packages, to earn 70 points on a practical test.

F1. The students, after lecture, will define fleet service operation as indicated by 70% accuracy on a written test.

F2. The students, after lecture, will define A.B.R. as indicated by 70% accuracy on a written test.

F3. The students, after lecture, will define nose loader as indicated by 70% accuracy on a written test.

G1. The students, after instructor's introduction, will view ramp Safety Film Part 2, Section 1 as indicated by oral responses to instructor's questions.

G2. The students, after classroom instruction and exercise, will list 12 Basic Ramp Safety Rules as indicated by 85% accuracy on a written test.

G3. The students, after instructor's introduction, will view Slide/Tape Presentation as indicated by oral responses to instructor's questions.

G4. The students, after viewing same, will discuss the Slide/Response Presentation as indicated by responses to the program test.

G5. The students, after introduction by the instructor, will view Sample Driving Commentary as indicated by oral responses to instructor's questions.

G6. The students, after viewing Sample Driving Commentary, will complete Student Narrator Commentary to instructor's standards by orally responding to the film action.

G7. The students, after completion of Hartford Safety Program, will complete a safety test as indicated by 70% accuracy on a written test.

H1. The students, after discussion of the Ramp Safety Book, will define personal safety rules as indicated by 85% accuracy on a written test.

H2. The students, after discussion of the Ramp Safety Book, will identify aircraft precaution areas as indicated by 85% accuracy on a written test.

H3. The students, after viewing ground support equipment, will identify ground support equipment as indicated by 85% accuracy on a written test.

H4. The students, after doing ramp hand signals in the classroom, will recognize ramp hand signals as indicated by 85% accuracy on a written test.

H5. The students, after demonstration, will draw DC-9 equipment placing chart as indicated by 70% accuracy on a written test.

I1. The students, after demonstration, will create a chart for 7 aircraft as indicated by 70% accuracy on a written test.

I2. The students, after demonstration, will list descriptive units for each aircraft as indicated by 70% accuracy on a written test.

I3. The students, after demonstration, will list special equipment characteristics for each aircraft.

J1. The students, on a tour to G.P.I.A., will visit the load control room on a complete/non-complete basis.

J2. The students, on a tour to G.P.I.A., will visit operations on a complete/non-complete basis.

J3. The students, on a tour to G.P.I.A., will identify all aircraft on a complete/non-complete basis.

J4. The students, on a tour to G.P.I.A., will identify all ground equipment on a complete/non-complete basis.

K1. The students, after lecture, will describe the relationship between customer service and fleet service departments as indicated by accumulating 70 points on a 250 word written report.

K2. The student, after lecture, will describe theory of flight as related to four forces as indicated by 70% accuracy on a written test.

K3. The students, after lecture will describe the federal qualifications test as indicated by accumulating 70 points on a 250 word written report.

L1. The students, after classroom instruction with communications booklet, will list radio operations procedures as indicated by 85% accuracy on a written test.

L2. The students, after classroom instruction with communications booklet, will list telephone techniques as indicated by 85% accuracy on a written test.

L3. The students, after classroom instruction with communications booklet, will list phone patch operations as indicated by 85% accuracy on a written test.

M1 The students, after classroom discussion, will identify station readiness procedures as indicated by correct responses to oral questions.

M2. The students, after use of sample reports, will interpret field conditions reports as indicated by 85% accuracy on a written test.

M3. The students, after use of sample sheets will read departure control prompt sheets as indicated by 85% accuracy on a written test.

N1. The students, when given USAir training material, will read the Basic Weather booklet as indicated by completion of prepared tests enclosed with 100% accuracy.

N2. The students, when given USAir training material, will read the Computerized Weather booklet as indicated by completion of prepared tests enclosed with 100% accuracy.

N3. The students, with use of the C.R.T., will complete the Computerized Weather Eagle Lesson as indicated by 70% accuracy on the programmed test.

O1. The students, when given USAir material, will read the Penalizing Runway Conditions booklet as indicated by 100% accuracy on completion of enclosed test.

O2. The students, when given sample release forms, will interpret Flight Release Forms as indicated by 85% accuracy on a written test.

O3. The students, when given USAir material, will read Manual T.O.W. booklet as indicated by 85% accuracy on completion of manual take off weights.

O4. The students, after classroom exercises, will complete airport analysis exercises as indicated by 85% accuracy on a written test.

O5. The students, after classroom exercises, will compute runway determination as indicated by 85% accuracy on a written test.

O6. The students, after classroom exercises, will compute MTOW interpolation as indicated by 85% accuracy on a written test.

O7. The students, after classroom exercises, will compute MTOW wind correction/fuel burn as indicated by 85% accuracy on a written test.

P1. The students, when given USAir material, will read Manual Computation of Weight & Balance booklet as indicated by completion on enclosed test questions.

P2. The students, after classroom exercises, will complete manual weight and balance forms as indicated by 85% accuracy on a written test.

UNIT VIII FLIGHT ATTENDANT

A1. The students, after lecture and demonstration, will wear appropriate clothing and grooming as indicated by accumulating a 70% rating on a teacher check list.

A2. The students, after lecture and demonstration, will demonstrate good posture and carriage as indicated by accumulating a 70% rating on a teacher check list.

A3. The students, after lecture and demonstration, will display pleasant facial expressions as indicated by accumulating a 70% rating on a teacher check list.

A4. The students, after lecture and demonstration, will show good manners as indicated by accumulating a 70% rating on a teacher check list.

B1. The students, after lecture and demonstration will display good voice quality, on a taped sample, on a complete/non-complete basis.

B2. The students, after lecture and demonstration will display good enunciation, on a taped sample, on a complete/non-complete basis.

B3. The students, after lecture and demonstration will display good pronunciation, on a taped sample, on a complete/non-complete basis.

C1. The students, after lecture, will determine purpose and topic of speech, on a complete/non-complete basis

C2. The students, after instructions, will collect and organize materials, on a complete/non-complete basis.

C3. The students, after demonstration, will write an outline on a complete/non-complete basis.

C4. The students, after demonstration, will prepare notes on a complete/non-complete basis.

D1. The students, during a speech, will arouse and hold interest of audience as indicated by accumulating 70 points on the video-taped results.

D2. The students, during a speech, make proper use of notes as indicated by accumulating 70 points on the video-taped results.

D3. The students, during a speech, will display confidence as indicated by accumulating 70 points on the video-taped results.

D4. The students, during a speech, will maintain proper head and eye position as indicated by accumulating 70 points on the video-taped results.

D5. The students, during a speech, will make proper use of body language as indicated by accumulating 70 points on the video-taped results.

D6. The students, during a speech, will observe audience reaction as indicated by accumulating 70 points on the video-taped results.

D7. The students, during a speech, will speak for allotted time as indicated by accumulating 70 points on the video-taped results.

IX CUSTOMER RELATIONS

A1. The students, after lecture and demonstration, will describe care of the first time traveler as indicated in a 400 word written report.

A2. The students, after lecture and demonstration, will describe care of the demanding customer as indicated in a 400 word written report.

A3. The students, after lecture and demonstration, will describe care of the fearful customer as indicated in a 400 word written report.

A4. The students, after lecture and demonstration, will describe care of the irate customer as indicated in a 400 word written report.

B1. The students, after demonstration and participation, will demonstrate interaction with good manners as indicated by accumulating 70 points on a practical test.

B2. The students, after demonstration and participation, will role-play a courteous greeting as indicated by accumulating 70 points on a practical test.

B3. The students, after demonstration and participation, will role-play a polite dismissal as indicated by accumulating 70 points on a practical test.

B4. The students, after demonstration and participation, will role-play a tactful interaction in stressful situations as indicated by accumulating 70 points on a practical test.

B5. The students, after lecture, will speak with elimination of improper words and phrases as indicated by a daily participation chart rating.

C1. The students, after lecture and demonstration, will display good eye-contact during interaction, as indicated by accumulating 70 points on a practical test.

C2. The students, after lecture and demonstration, will display good facial expressions during interaction, as indicated by accumulating 70 points on a practical test.

C3. The students, after demonstration, will demonstrate a handshake on a complete/non-complete basis.

C4. The students, after demonstration and practice, will recognize and perform body language cues, as indicated by accumulating 70 points on a practical test.

D1. The students, after demonstration in class, will do illustration of making a good first impression as indicated by accumulating 70 points on a practical test/mock transaction with customers.

D2. The students, after demonstration in class, will do illustration of setting a company image, as indicated by accumulating 70 points on a practical list/mock transaction with customers.

D3. The students, after demonstration in class, will do illustration of "use of tone of voice" as indicated by accumulating 70 points on a practical list/mock transaction with customers.

D4. The students, after demonstration in class, will do illustration of "display of positive attitude" as indicated by accumulating 70 points on a practical list/mock transaction with customers.

D5. The students, after observation and practice, will in a demonstration, compliment the customer as indicated by accumulating 70 points.

D6. The students, after observation and practice will, in a demonstration, avoid arguments and conflicts with customers and co-workers as indicated by accumulating 70 points.

UNIT X PROFESSIONAL DEVELOPMENT

A1. The students, in class, will observe the USAir "Personal Hygiene" film on a complete/non-complete basis.

A2. The students, in class, will complete the USAir "Professional Grooming" booklet and obtain a 70% score on a written test.

B1. The students, in class, will observe a skin care demonstration on a complete/non-complete basis.

B2. The students, with actual skin care products, will do test application of skin care preparations on a complete/non-complete basis.

B3. The students, in class, will discuss skin care problems with a professional and prepare a written report of 300 words.

C1. The students, in class, will observe a hair care demonstration on a complete/non-complete basis.

C2. The students, with actual hair care products, will do test application of hair care preparations on a complete/non-complete basis.

C3. The students, in class, will discuss hair care problems with a professional and prepare a written report of 300 words.

C4. The students, after demonstration and lecture, will describe business-like hair styles to a 70% accuracy on a written test.

D1. The students, in class, will observe a professional make-up application on a complete/non-complete basis.

D2. The students, with actual make-up, will do a test application of make-up preparations on a complete/non-complete basis.

D3. The students, in class, will discuss make-up techniques with a professional and prepare a written report of 300 words.

D4. The students, after demonstration and lecture, will describe business-like make-up applications to a 70% accuracy on a written test.

E1. The students, after observation and practice, will demonstrate correct sitting posture as indicated by 70% accuracy on a written test.

E2. The students, after observation and practice, will demonstrate correct standing posture as indicated by 70% accuracy on a written test.

E3. The students, after observation and practice, will demonstrate correct lifting procedure as indicated by 70% accuracy on a written test.

E4. The students, after observation and practice, will describe exercises to promote good posture as indicated by 70% accuracy on a written test.

F1. The students, after lecture will, list daily food requirements as indicated by 70% accuracy on a written test.

F2. The students, after lecture will, describe safe sodium, fat, cholesterol, calorie intake levels as indicated by 70% accuracy on a written test.

F3. The students, after lecture will, interpret food package labels as indicated by 70% accuracy on a written test.

F4. The students, after lecture will, describe weight control plans as indicated by 70% accuracy on a written test.

F5. The students, after lecture will, describe effects of exercise on diet and health as indicated by 70% accuracy on a written test.

F6. The students, after lecture will, prepare fitness program of diet and exercise as indicated by 70% accuracy on a written test.

G1. The students, in class, will observe a manicure demonstration on a complete/non-complete basis.

G2. The students, with manicure equipment, will do a test application of manicure preparations on a complete/non-complete basis.

G3. The students, in class, will observe a nail tip application on a complete/non-complete basis.

G4. The students, after demonstration and lecture, will describe a business-like manicure to a 70% accuracy on a written test.

H1. The students, after receiving directions, will purchase dress code requirements as outlined in the "Dress For Success" uniform description.

H2. The students, upon receiving uniform pieces, will wear items listed in dress code requirements, each class day.

H3. The students, after receiving directions, will care for clothing and accessories required, each class day.

UNIT XI COMPUTER SKILLS

A1. The student, after lecture and note taking, will define computer terminology, as indicated by 70% accuracy on a written test.

A2. The student, after demonstration, will boot-up a computer on a complete/non-complete basis.

A3. The students, after lecture and demonstration, will demonstrate dish management skills on a computer on a complete/non-complete basis.

A4. The students, after lecture and demonstration, will practice safe care of the unit on a daily basis.

B1. The students, after lecture and demonstration, will demonstrate use of function keys, on a computer on a complete/non-complete basis.

B2. The students, after lecture and demonstration, will demonstrate use of letter keys, on a computer on a complete/non-complete basis.

B3. The students, after lecture and demonstration, will demonstrate use of number keys, on a computer on a complete/non-complete basis.

C1. The students, after demonstration, will boot-up typing program on a complete/non-complete basis.

C2. The students, after receiving directions, will type as directed in the typing lessons and scores will be taken to record progress.

D1. The students, after receiving directions will complete the word processing program as indicated by a 70% accuracy on a performance test.

D2. The students, after demonstration and practice, will create letters using word perfect, to a 70% accuracy by a performance test.

UNIT XII JOB SEARCH

A1. The students, after lecture and note-taking, will define Martin's Magic Formula, as indicated by 70% accuracy on a written test.

A2. The students, after lecture and note-taking, will define networking as indicated by 70% accuracy on a written test.

A3. The students, after lecture and not-taking, will describe job search techniques as indicated by 70% on a written test.

B1. The students, after demonstration, will describe a business letter form, as indicated by 70% accuracy on a written test.

B2. The students, after demonstration, will prepare required cover letter contents as indicated by 70% accuracy on a written test.

B3. The students, after demonstration and practice will complete a cover letter using Work Perfect, to a 70% accuracy on a performance test.

C1. The students, after lecture and demonstration, will describe resume forms to a 70% accuracy on a written test.

C2. The students, after lecture and demonstration, will list employment data to a 70% accuracy on a written test.

C3. The students, after lecture and demonstration, will list education data to a 70% accuracy on a written test.

C4. The students, after lecture and demonstration, will list competencies as indicated to a 70% accuracy on a written test.

C5. The students, after lecture and demonstration and practice, will complete a resume using Word Perfect, to a 70% accuracy on a written test.

D1. The students, after lecture and demonstration, will define parts of an application to a 70% accuracy on a written test.

D2. The students, after lecture, will describe the application procedure as indicated by a 70% accuracy on a written test.

D3. The students, after demonstration and practice, will fill out an application by hand to a 70% accuracy.

E1. The students, after lecture, will prepare clothing for an interview on a complete/non-complete basis.

E2. The students, after lecture, will prepare make-up and hair for an interview on a complete/non-complete basis.

E3. The students, after lecture and demonstration, will demonstrate a greeting on a complete/non-complete basis.

E4. The students, after lecture and demonstration, will demonstrate physical and emotional requirements on a complete/non-complete basis.

E5. The students, after demonstration and practice, will rehearse questions and answers on a complete/non-complete basis.

E6. The students, after demonstration and practice, will complete a mock interview as indicated by obtaining 70 points on an interviewing rating scale.

UNIT XIII ENTREPRENEURSHIP

A1. The students, after lecture, will develop a definition of small business as indicated by 70% accuracy on a written test.

A2. The students, after lecture, will describe two reasons why small businesses are important as indicated by 70% accuracy on a written test.

A3. The students, after lecture, will list three advantages and disadvantages of operating a small business as indicated by 70% accuracy on a written test.

A4. The students, after lecture, will identify characteristics of successful entrepreneurs as indicated by 70% accuracy on a written test.

B1. The students, after lecture, will establish priorities and goals for a business as a prerequisite to a business plan, on a complete/non-complete basis.

B2. The students, after lecture, will prepare a marketing strategy, as a prerequisite to a business plan, on a complete/non-complete basis.

B3. The students, after lecture and prerequisites, will develop a business plan to accumulate 70 points on a practical test.

B4. The students, after a demonstration, will write a memo as indicated by 70% accuracy on a performance test.

C1. The students, after lecture, will identify the proper legal form for business organizations as indicated by 70% accuracy on a written test.

C2. The students, after lecture, will define a contract as indicated by 70% accuracy on a written test.

C3. The students, after lecture, will state how to comply with government regulations as indicated by 70% accuracy on a written test.

D1. The students, after lecture, will describe the techniques used in advertising for small business owners as indicated by 70% accuracy on a written test.

D2. The students, after observation, will demonstrate a successful sales presentation as indicated by accumulating 70 points on a practical test.

D3. The students, after lecture, will explain two methods of pricing products and services as indicated by a 70% accuracy on a written test.

E1. The students, after lecture and observation in the field, will select a location foe the business, on a complete/non-complete basis.

E2. The students, after lecture, will explain how to obtain financial and technical assistance as indicated by 70% accuracy on a written test.

F1. The students, after lecture, will identify the elements of a sound record keeping system as indicated by 70% accuracy on a written test.

F2. The students, after lecture, will develop a system for payroll records as indicated by 70 % accuracy on a written test.

F3. The students, after lecture, will identify basic policies to use for credit and collections as indicated by 70% accuracy.

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL

CIP CODE 08.1101

D.O.T. LISTING

The following are D.O.T. for entry level occupations in the Passenger Transportation Program:

TITLES	CODES
Ticketing Clerk (air trans) Teleticketing Agent, Ticket Agent	248.382-010
Cargo Agent (air trans) Air Freight Agent, Customer Service Agent	248.367-018
Flight Attendant, (air trans)	352.367-010
Res. Sales Agent (air trans)	238.367-018
Guide, Travel (per ser.) Guide, Excursion, Guide, Itinerary, Guide, Tour	353.167-010
Baggage Checker (air trans, motor trans, luggage checker)	357.477-010
Passenger Service Representative	359.677-022
Guide (per. ser.) guide, visitor	353.367-010
Gate Agent (air trans)	238.367-010
Travel Clerk (gov. ser.)	238.167-010
Travel Counselor, Automobile Club	238.167-014
Reservation Clerk (clerical)	238.362-014
Reservation Clerk (r.r. trans.)	238.367-026
Ticket Agent (any ind.)	238.367-026
Travel Clerk (hotel and restaurant)	238.367-030
Transportation Agent (air trans.)	921.367-014
Airport Guide (air trans.)	353.367-014
Travel Agent (bus ser., ret. tr.)	252.157-010

Entry level occupations (continued)
Page 2

TITLES	CODES
Host/Hostess, Ground (air trans.)	352.377-010
Skycap (air trans.)	357.677-010
Automobile - Rental Clerk (motor trans.)	295.477-010
Parking Lot Attendant (motor trans.)	915.473-010
Traffic Agent (air trans., motor trans., r.r. trans, water trans.)	252.257-010

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL

CIP CODE 08.1101

D.O.T. LISTING

The following are D.O.T. for occupations students may enter with additional training in the Passenger Transportation Program:

TITLES	CODES
Navigator (air trans) Aerial Navigator; Airplane Navigator	196.167-014
Airplane Pilot, Commercial (air trans) Commercial Pilot, Pilot	196.263-014
Helicopter Pilot (any ind)	196.263-038
Weather Clerk (air trans)	248.362-014
Airplane Dispatch Clerk (air trans) flight operations dispatch clerk	248.367-010
Supervisor, Airplane Flight Attendant (air trans)	352.137-010
Flight Engineer (air trans) flight mechanic	621.261-018
Airframe-and-Power-Plant Mechanic (aircraft-aerospace mfg; air trans) (aircraft mechanic, airplane mechanic)	621.281-014
Baggage-and-Mail Agent (rr trans)	910.137-010
Station Agent (rr trans) I Agent, telegrapher; freight & passenger agent	910.137-038
Dispatcher (air trans) airplane dispatcher, helicopter dispatcher	912.167-010
Supervisor, Customer Services (motor trans.)	248.137-018
Supervisor, Cargo (water trans.) Freight Clerk	248.167-010
Incoming - Freight Clerk (water trans.) storage - wharfage clerk	248.362-010
Booking Clerk (water trans.)	248.367-014
Container Coordinator (water trans.)	248.367-022

Occupations students may enter with additional training (continued)
Page 2

Flight Operations Specialist (military)	248.387-010
Guide, Chief Airport (air trans.)	353.137-010
Guide, Sightseeing (per. ser.)	353.363-010
Manager, Reservations (hotel and rest.)	238.137-010
Senior Reservations Agent (air trans.)	238.137-014
Supervisor, Gate Services (air trans.)	238.137-018
Supervisor, Ticket Sales (air trans.)	238.137-022
Hotel Clerk (hotel and rest.)	238.362-010
Airport Attendant (air trans.)	912.364-010
Flight Information Expeditor	912.367-010
Crew Scheduler (air trans.)	215.362-010
Receptionist, Airline Lounge (air trans.)	352.677-014
General Agent, Operations	184.167-042
Supervisor, Lost & Found (air trans.)	241.137-014

FAIRWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

OCCUPATIONAL ANALYSIS GRID

PROGRAM: PASSENGER TRANSPORTATION - YEAR A	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 359.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
UNIT I: INTRODUCTION TO TRAVEL													
A. Travel industry				X	X	X	X						
1. Recognize organization of transportation bus.	X	X	X	X	X	X	X		X	X	X	X	
2. Cite travel industry history	X	X	X	X	X	X	X	X	X	X	X	X	
3. Identify government agency function	X	X	X	X	X	X	X	X	X	X	X	X	C 1
4. Describe airport facilities	X	X	X	X	X	X	X	X	X		X	X	C 1
5. Describe travel agency facilities					X	X	X	X			X	X	C 1
6. Describe bus depot/train station facilities					X	X	X	X			X	X	C 1
7. Describe car rental/parking facilities					X	X	X	X			X	X	C 1
8. Describe hotel facilities					X	X	X	X			X	X	C 1
9. Describe convention/visitor bureaus					X	X	X	X			X	X	
10. Define the effects of deregulation	X	X	X	X	X	X	X	X	X		X	X	[illegible] 1
B. Job opportunities in travel industry				X	X	X							
1. Identify airline occupations	X	X	X	X	X	X	X		X		X		
2. Identify travel agency occupations					X	X					X	X	
3. Identify bus/train company occupations						X					X	X	
4. Identify car rental/parking co. occupations						X					X	X	
5. Identify hotel, convention/visitor bureau occupations						X		X			X	X	
C. Geographical areas													
1. Identify the 7 continents	X	X	X	X		X	X	X	X	X	X		
2. Identify major cities, international	X	X	X	X	X	X	X	X	X	X	X	X	
3. Identify the major bodies of water	X	X	X	X	X	X	X	X	X	X	X	X	
4. Identify the 50 states of the United States	X	X	X	X	X	X	X	X	X	X	X	X	
5. Identify major cities in North America	X	X	X	X	X	X	X						

97

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PRO PASSENGER TRANSPORTATION - YEAR A

	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-013 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. C 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 359.677-022 PASSENGER SERVICE REPRESENTATI	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
D. Transportation codes and names						X	X						
1. Write the 50 2 letter state codes	X	X	X	X	X	X		X	X	X	X	X	C 1
2. Decode 150 city/airport codes	X		X	X	X	X		X	X	X	X	X	C 1
3. Code 150 city/airport names	X	X	X	X	X	X	X	X	X	X	X	X	[illegible]
4. Decode air carrier codes	X	X	X	X	X	X	X	X	X	X	X	X	C 1
5. Code air carrier names	X	X	X	X	X	X	X	X	X	X	X	X	C 1
6. Translate airport names from cities & states	X	X	X	X	X	X	X	X	X	X	X	X	C 1
7. Translate cities and states from airport names	X	X	X	X	X	X	X	X	X	X	X	X	[illegible] 1
E. Transportation terminology	X	X	X	X	X	X	X						
1. Define airline terminology	X		X	X	X	X	X	X	X	X	X	X	C 1
2. Define travel agency terminology	X				X			X		X	X	X	C 1
3. Define bus/train company terminology					X			X			X	X	C 1
4. Define car rental/parking company terminology					X			X			X	X	C 1
5. Define hotel, convention/visitor bureau term.					X								
F. Time formats					X								
1. Compute 24-hour clock time	X	X	X	X	X	X	X	X	X	X	X	X	[illegible] 10
2. Identify global time zones	X	X	X	X	X	X	X	X	X	X	X	X	P 5
3. Compute Greenwich Mean Time	X	X	X	X	X	X		X	X	X	X	X	M 10
UNIT II VACATION LANDS													
A. The continental United States													
1. Describe the geography	X			X	X			X		X	X	X	
2. Describe the climate	X			X	X			X		X	X	X	
3. Describe the culture	X			X	X			X		X	X	X	
4. Describe the tourist attractions	X	M		X	X			X		X	X	X	
B. Canada													
1. Describe the geography	X			X	X			X		X	X	X	
2. Describe the climate	X			X	X			X		X	X	X	
3. Describe the culture	X			X	X			X		X	X	X	
4. Describe the tourist attractions	X			X	X					X	X	X	
C. Mexico													
1. Describe the geography	X			X	X			X		X	X	X	
2. Describe the climate	X			X	X			X		X	X	X	
3. Describe the culture	X			X	X			X		X	X	X	
4. Describe the tourist attractions	X			X	X			X		X	X	X	

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PROGRAM: PASSENGER TRANSPORTATION - YEAR A

	D.O.T. CODE 248.362-010 TICKETING CLK AIR TRANS		T. CODE .367-010 LIGHT TTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D 3 F REF	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
D. South America													
1. Describe the geography	X			X	X			X		X	X	X	
2. Describe the climate	X			X	X			X		X	X	X	
3. Describe the culture	X			X	X			X		X	X	X	
4. Describe the tourist attractions	X			X	X			X		X	X	X	
E. The Caribbean and Bermuda													
1. Describe the geography	X			X	X			X		X	X	X	
2. Describe the climate	X			X	X			X		X	X	X	
3. Describe the culture	X			X	X			X		X	X	X	
4. Describe the tourist attractions	X			X	X			X		X	X	X	
UNIT III: RESERVATIONS													
A. The role of airline reservations sales agent				X									
1. Define the sales job function				X							X	X	H 1
2. Describe a reservation center				X							X	X	
3. State the hub concept	X	X	X	X		X	X		X	X	X	X	
4. State the commuter theory	X	X	X	X		X	X		X	X	X	X	
5. Define reservation sales terms	X			X					X	X	X		C 1. H 1
B. Identification of aircraft	X	X	X	X									
1. Identify a BAC-111	X	X	X	X	X	X	X		X	X	X	X	
2. Identify a DC-9	X	X	X	X	X	X	X		X	X	X	X	
3. Identify a Boeing 737	X	X	X	X	X	X	X		X	X	X	X	
4. Identify a Boeing 727	X	X	X	X	X	X	X		X	X	X	X	
5. Identify a Boeing 747	X	X	X	X	X	X	X		X	X	X	X	
6. Identify a L10-11	X	X	X	X	X	X	X		X	X	X	X	
7. Identify a DC-10	X	X	X	X	X	X	X		X	X	X	X	
8. Identify a Boeing 757	X	X	X	X	X	X	X		X	X	X	X	
9. Identify a Boeing 767	X	H X	X	X	X	X	X		X	X	X	X	
10. Identify a Concord	X	X	X	X	X	X	X		X	X	X	X	
11. Identify an Air Bus	X	X	X	X	X	X	X		X	X	X	X	
12. Identify an MD 80	X	X	X	X	X		X		X	X	X	X	

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PROGRAM: PASSENGER TRANSPORTATION - YEAR A

	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 359.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-01 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
C. Utilization of CRT to prepare a PNR													
1. Compute availability entries	X			X			X		X	X	X	X	H 2. H 2
2. Decipher availability displays	X			X			X		X	X	X	X	H 2
3. Compute Eagle entries	X			X			X		X	X	X	X	H 2. H - 2
4. Complete Eagle lessons	X			X			X		X	X	X	X	H 2
5. Compute city/airline decoder entries	X	X	X	X			X		X	X	X	X	H - 2. H - 1
6. Compute "flifo" entries and interpret	X	X	X	X			X		X	X	X	X	H 2. H 1
7. Sell/Waitlist from availability	X			X			X		X	X	X	X	H 2. H - 1
8. Compute Segment Sell/Waitlist entries	X			X			X		X	X	X	X	H 2. H - 1
9. Create a P.N.R.	X			X			X		X	X	X	X	H - 2
10. Modify passenger data on a P.N.R.	X			X			X		X	X	X	X	H 2
11. Modify itineraries on a P.N.R.	X			X			X		X	X	X	X	H 2
12. Retrieve a P.N.R.	X			X			X		X	X	X	X	H 2
13. Interpret history data	X			X			X		X	X	X	X	H 2
14. Compute the remarks field	X			X			X		X	X	X	X	H 2
15. Compute the message field	X			X			X		X	X	X	X	H 2
16. Compute a P.N.R. reduction	X			X			X		X	X	X	X	H 2
17. Compute a P.N.R. division	X			X			X		X	X	X	X	H 2
D. Computation of air fares	X												
1. Enter fare quote statements into computer	X			X					X	X	X	X	H 2
2. Read fare quote displays	X			X			X		X	X	X	X	H 2
3. Quote fares to passengers	X			X			X		X	X	X	X	H 2
4. Interpret fare rules	X			X			X		X	X	X	X	H 2
5. Construct excursion fares	X	N		X			X		X	X	X	X	H 5
6. Construct special passenger fares	X			X			X		X	X	X	X	H 5
7. Construct circle trip fares	X			X			X		X	X	X	X	H 5
8. Construct open jaw fares	X			X			X		X	X	X	X	H 5
9. Enter itinerary pricing statements into C.R.T.	X			X			X		X	X	X	X	H 1
10. Read itinerary pricing displays	X			X			X		X	X	X	X	H 1
11. Price itineraries	X			X			X		X	X	X	X	H 5
E. Completion of seat section	X			X			X						
1. Interpret seat field headers	X			X			X		X	X	X	X	H 1
2. Read seat field displays	X			X			X		X	X	X	X	H 1
3. Select seats for conditional passengers	X			X			X		X	X	X	X	H - 1
4. Modify seat selections	X			X			X		X	X	X	X	H 1

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PROGRAM: PASSENGER TRANSPORTATION - YEAR A	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 352.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS	
F. Customer service techniques by telephone	X			X			X							
1. Demonstrate an initial greeting	X			X			X				X	X	C	2
2. Demonstrate questioning techniques	X			X			X				X	X	C	2
3. Demonstrate information interpretation	X			X			X				X	X	C	2
4. Demonstrate confirmation techniques	X			X			X				X	X	C	2
5. Demonstrate the closing	X			X			X				X	X	C	2
G. Reservations sales				X			X						C	2
1. Role-play a call asking for flight data				X			X				X	X	C	2
2. Role-play a call asking for fare data				X			X				X	X	C	2
3. Role-play a reconfirmation code				X			X				X	X	C	2
4. Role-play a change of plan call				X			X				X	X	C	2
5. Role-play a complaint call				X			X				X	X	C	2
UNIT IV: SPECIAL ASSISTANCE REPRESENTATIVE														
A. The role of special assistance representative	X			X	X		X							
1. Cite the meaning of connecting passenger	X			X	X		X		X					
2. Cite the meaning of flight banks	X			X	X		X		X					
B. Major airports	X			X	X		X							
1. Describe Gr. Pitts. Internat. Airport (Pitt)	X	X	X	X	X	X	X		X	X	X	X		
2. Describe DCA and IAD	X	X		X	X	X	X		X	X	X	X		
3. Describe ORD	X	X		X	X	X	X		X	X	X	X		
4. Describe ATL	X	X		X	X	X	X		X	X	X	X		
5. Describe LAX	X	X	X	X	X	X	X		X	X	X	X		
6. Describe IAH	X	X	X	X	X	X	X		X	X	X	X		
7. Describe JFK	X	X	X	X	X	X	X		X	X	X	X		
C. RAP messages							X							
1. Decode R.A.P. message							X		X				H	1
2. Compute a R.A.P. message entry, outbound		H					X		X				H	1
3. Pull a R.A.P.							X		X				H	1
4. Interpret an incoming R.A.P.							X		X				H	1
D. Procedures for serving the handicapped							X							
1. Care for a blind passenger			X		X		X		X				H	1
2. Demonstrate care for a deaf passenger			X		X		X		X				H	1
3. Demonstrate care for a paralyzed passenger			X		X		X		X				H	1
4. Demonstrate care for a stroke victim passenger			X		X				X				H	1
5. Demonstrate care for a non-English speaking passenger			X		X		X		X				H	1
6. Demonstrate care for a fearful flyer			X		X		X		X				H	1

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PROGRAM: PASSENGER TRANSPORTATION YEAR A

	D.O.T. CODE 248.382-010 TICKETING CL AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER [illegible]	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 359.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-01 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.367-014 RESERVATION CLERK CLERICAL	# OF HOURS
E. Procedures for serving U.N.A.C.'s			X	X	X		X						
1. Define the unaccompanied child			X		X		X		X				
2. Complete the unaccompanied child form					X		X		X				
3. Describe the S.A.R. room facilities					X		X		X				
F. Special assistance transfers					X		X						
1. Demonstrate the transfer of a blind passenger					X		X		X				H 1
2. Demonstrate the transfer of a deaf passenger					X		X		X				H 1
3. Demonstrate transfer of paralyzed passenger					X		X		X				H 1
4. Demons. transfer of stroke victim passenger					X		X		X				H 1
5. Demonstrate the transfer of a non-English speaking passenger					X		X		X				H 1
6. Demonstrate the transfer of a fearful flyer					X		X		X				H 1
7. Demonstrate the transfer of an unaccompanied child					X		X		X				H 1
UNIT V: BAGGAGE													
A. Baggage service operations						X							
1. Observe baggage department in airport						X							
2. Identify baggage service equipment						X							
3. Define baggage acceptance policy						X							C 3
4. Describe on-line, off line and connecting service						X							
B. Role of sky cap						X							
1. Observe sky caps at airport						X							
2. Describe sky cap service equipment		X				X							
3. Define baggage acceptance policy						X							C 2
C. Role of airline baggage attendants						X							
1. Observe baggage attendants at airport						X							
2. Recognize all baggage attendants at airport						X							
3. List baggage allowance criteria						X							
4. Prepare excess baggage tickets						X							H 1
5. List regulations of pet services						X							
D. Baggage checking procedures						X							
1. Greet passenger with baggage						X							C 2
2. Prepare bag tags						X							
3. Demonstrate attendant/passenger interaction						X							H 2
4. Complete computer entries on P.N.R.						X							

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PROGRAM: PASSENGER TRANSPORTATION - YEAR A	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL FOR SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 352.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE FOR SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
E. Baggage tracking procedures						X							
1. Complete a lost/damaged report						X							H - 1
2. Interpret computrac reports						X							H - 1
F. Baggage handling procedures						X							
1. Check-in baggage for a scheduled flight						X							C - 2, H - 1
2. Check-in excess baggage						X							C - 2, H - 1
3. Check-in luggage for problem passengers						X							C - 2
4. Role-play, check-in of pets						X							C - 2
UNIT VII: MARKETING													
A. The elements of marketing	X	X		X			X						
1. Define the service	X	X		X	X		X				X	X	
2. Define the method of distribution	X	X		X	X						X	X	
3. Define the method of pricing	X	X			X		X				X		C 2
4. Define the means of promotion	X			X	X		X				X	X	C 1
5. Define personal selling	X	X		X	X		X				X	X	C 1
6. Define advertising	X	X		X	X		X				X	X	C 1
7. Define the market location	X	X		X	X		X				X	X	
B. Advertising techniques				X	X								
1. Give examples of advertising to snob appeal				X							X	X	H .
2. Give examples of advertising to peer identification				X	X						X	X	H 1
3. Give examples of advertising to cultural trend				X	X						X	X	H 1
4. Give examples of advertising to health, pleasure, and other needs and wants		H		X	X						X	X	H 1
C. Sales techniques					X								
1. Describe the sales approach				X	X						X	X	H 1
2. Determine customer needs and wants	X	X		X	X						X	X	H 1
3. Handle customer objections	X	X		X	X						X	X	H 1
4. Close the sale	X	X		X	X						X	X	C 1
5. Sell by suggestion and reassurance	X	X		X	X						X	X	C 1
D. Public relations procedures					X								C 1
1. Describe newsletters					X						X	X	C 1
2. Describe news releases, travel articles, feature stories					X						X	X	C 1
3. Describe public speaking assignments					X			X			X	X	C 1
4. Describe promotional special events					X			X			X	X	C 1

FR PASSENGER TRANSPORTATION - YEAR A

	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 352.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
E. Brochures					X								C 1
1. Describe features of brochures					X			X			X	X	C 1
2. Determine size and layout of brochure					X						X	X	C 1, H - 2
3. Determine theme and text of brochure					X			X			X	X	C 1
4. Analyze assembled brochure					X			X			X	X	C 1
F. Media techniques					X								
1. Analyze written text materials for media					X						X	X	C 1
2. Present a television ad					X						X	X	C 1
3. Present a radio ad					X						X	X	C 1
4. Analyze novelties and point-of-purchase materials					X						X	X	
UNIT VII: HOTEL RENTAL													
A. The history, nature and growth of hospitality industry													
1. Describe early inns												X	
2. Describe the "Mom and Pop" motels												X	
3. Describe the growth of chain hotel/motels												X	
B. Career opportunites in hospitality industry													
1. Describe early inns												X	
2. Describe management development programs												X	
3. Describe "promotion from within" policy												X	
C. Types of operations													
1. Describe a deluxe hotel												X	
2. Describe an all-suite hotel		M										X	
3. Describe a spa resort hotel												X	
4. Describe a bed and breakfast inn													
D. Hotel departments													
1. Define Human Resources												X	
2. Define the food and beverage department												X	
3. Describe the housekeeping department												X	
4. Define the front office department												X	
5. Define the reservations department												X	
6. Define the sales and marketing department												X	
7. Define the engineering department												X	

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	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 352.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
E. Layout and design of facilities													
1. Sketch types of rooms suites												X	
2. Sketch types of lobbies												X	
3. Sketch restaurants												X	
4. Sketch outdoor facilities												X	
F. Guest Service Duties													H 5
1. Define the guest-innkeeper relationship												X	C 1
2. Describe making a reservation												X	C 1, H 1
3. Describe check in check out procedures												X	H 2
4. Describe concierge service												X	
5. Describe clubs and awards for guests												X	
6. Describe room service												X	
7. Describe transportation services												X	
UNIT VIII: FLIGHT ATTENDANT													
A. The role of an airline flight attendant			X										C 5
1. Define the main function of a flight attendant			X										C 1
2. Describe flight attendant training program			X										
3. State flight attendant rules of employment			X										
4. State flight attendant job performance standards			X										
B. The theory of flight			X										
1. Identify the parts of an aircraft	X	X	X										H 1
2. Describe the four forces	X	X	X										H 1
3. Describe the control surfaces	X	M X	X										H 1
4. Define roll, pitch and yaw	X	X	X										H 1
5. Simulate a flight	X	X	X										H 1
C. Announcements and demonstrations			X										
1. Demonstrate DC-9 and 737-300 departure announcement			X										C 2
2. Demonstrate DC-9 and 737-300 level-off announcement			X										C 2
3. Demonstrate DC-9 and 737-300 arrival announcement			X										C 2
4. Complete a DC-9 and 737-300 demonstration			X										C 1

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D. Flight attendant duties			X										
1. Demonstrate flight attendant check-in			X										
2. Demonstrate pre-boarding duties			X										
3. Demonstrate boarding of passengers			X										C 1
4. Demonstrate pre-flight duties			X										C - 1
5. Demonstrate enplaning of passengers			X										C - 1
6. Complete flight attendant forms			X										
7. Interpret systems timetable			X										H 3
E. Food service procedures			X										
1. Demonstrate complimentary beverage service			X										C 1
2. Demonstrate serving cart set-up			X										
3. Demonstrate serving cart service			X										C - 1
4. Demonstrate tray service			X										C - 1
F. Emergency procedures			X										
1. Perform planned emergency techniques			X										C 2
2. Perform verbal commands			X										C - 5
3. Perform door operations			X										
4. Perform slide evacuation			X										
5. Demonstrate life vest process			X										
6. Demonstrate oxygen bottle process			X										
7. Demonstrate fire equipment process			X										
8. Demonstrate first-aid techniques			X										
9. Complete emergency procedures examination													
G. In-flight procedures													
1. Role-play a scheduled flight		M	X										C 2, H - 2
2. Role-play interaction with problem passengers			X										H 2
3. Role-play interaction with fellow employees			X										H 2
H. A first aid course													
1. Observe training film													
2. Demonstrate first-aid techniques													
3. Complete first-aid examination													

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	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 359.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
UNIT IX: CUSTOMER RELATIONS													
A. Customer types	X	X	X	X	X	X	X						
1. Describe care of the first time traveler								X	X	X	X	X	H 4
2. Describe care of the demanding customer								X	X	X	X	X	
3. Describe care of the fearful customer								X	X	X	X	X	
4. Describe care of the irate customer								X	X	X	X	X	
B. Oral communications skills	X	X	X	X	X	X	X						
1. Demonstrate interaction with good manners								X	X	X	X	X	C 8
2. Role Iplay a courteous greeting								X	X	X	X	X	
3. Role play a polite dismissal								X	X	X	X	X	
4. Demonstrate tactful interaction in stressful situations								X	X	X	X	X	
5. Speak with elimination of improper words and phrases								X	X	X	X	X	
C. Body language	X	X	X	X	X	X	X						
1. Display good eye contact during interaction								X	X	X	X	X	C 6
2. Display good facial expressions during interaction								X	X	X	X	X	
3. Demonstrate a handshake								X	X	X	X	X	
4. Recognize and perform body language cues								X	X	X	X	X	
D. Customer service techniques	X	X	X	X	X	X	X						
1. Do illustration of making a good first impression		H						X	X	X	X	X	H
2. Do illustration of setting a company image								X	X	X	X	X	
3. Do illustration of use of tone of voice								X	X	X	X	X	
4. Do illustration of display - positive attitude								X	X	X	X	X	
5. In a demonstartion, compliment the customer								X	X	X	X	X	
6. In a demonstration, avoid arguements and conflicts with customers and co-workers								X	X	X	X	X	
UNIT X: PROFESSIONAL DEVELOPMENT													
A. Good personal hygiene practices	X	X	X		X		X						
1. Observe "Personal Hygiene" file	X	X	X		X		X	X	X	X	X	X	H 1
2. Complete USAir Professional Grooming Booklet	X	X	X		X		X	X	X	X	X	X	H 1
B. Proper skin care techniques	X	X	X		X		X						
1. Observe a skin care demonstration	X	X	X		X		X	X	X	X	X	X	H 1
2. Do test application of skin care preparations	X	X	X		X		X	X	X	X	X	X	H 1
3. Discuss skin care problems with professional	X	X	X		X		X	X	X	X	X	X	H 1

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PROGRAM: PASSENGER TRANSPORTATION - YEAR A

	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-019 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 359.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
C. Proper hair care techniques	X	X	X		X		X						
1. Observe a hair care demonstration	X	X	X		X		X	X	X		X	X	
2. Do test application of hair care preparations	X	X	X		X		X	X	X		X	X	
3. Discuss hair care problems with professional	X	X	X		X		X	X	X		X	X	
4. Describe business-like hair styles	X	X	X		X		X	X	X		X	X	
D. Professional make-up techniques	X	X	X		X		X						
1. Observe a professional make-up application	X	X	X		X		X	X	X		X	X	
2. Do test application of make-up preparations	X	X	X		X		X	X	X		X	X	
3. Discuss make-up techniques with professional	X	X	X		X		X	X	X		X	X	
4. Describe business-like make-up applications	X	X	X		X		X	X	X		X	X	
E. Good posture	X	X	X		X		X						
1. Demonstrate correct sitting posture								X	X		X	X	
2. Demonstrate correct standing posture								X	X		X	X	
3. Demonstrate correct lifting procedure								X	X		X	X	
4. Describe exercises to promote good posture								X	X		X	X	
F. Proper diet habits	X	X	X		X		X						
1. List daily food requirements								X	X		X	X	
2. Describe safe sodium, fat, chlorestercl, calorie intake levels								X	X		X	X	
3. Interpret food package labels								X	X		X	X	
4. Describe weight control plans								X	X		X	X	
5. Describe effects of exercise on diet & health								X	X		X	X	
6. Prepare fittness program of diet and exercise		M						X	X		X	X	
G. A professional manicure	X	X	X		X		X						
1. Observe a manicure demonstration	X	X	X		X		X	X	X		X	X	
2. Do test application of manicure preparations	X	X	X		X		X	X	X		X	X	
3. Observe a nail tip application	X	X	X		X		X	X	X		X	X	
4. Describe a business-like manicure	X	X	X		X		X	X	X		X	X	
H. A professional dress code	X	X	X		X		X						
1. Purchase dress code requirements	X	X	X		X		X	X	X		X	X	
2. Wear items listed in dress code requirements	X	X	X		X		X	X	X		X	X	
3. Care for clothing and accessories required	X	X	X		X		X	X	X		X	X	

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UNIT XI: COMPUTER SKILLS													
A. Basic computer literacy skills	X	X		X		X	X						
1. Define computer terminology	X	X		X		X	X		X	X	X	X	H - 2
2. Boot-up computer	X	X		X		X	X		X	X	X	X	H - 2
3. Demonstrate disk management skills	X	X		X		X	X		X	X	X	X	H - 2
4. Practice safe care of unit	X	X		X		X	X		X	X	X	X	H - 2
B. A computer keyboard	X	X		X		X	X						
1. Demonstrate use of function keys	X	X		X		X	X		X	X	X	X	H - 2
2. Demonstrate use of letter keys	X	X		X		X	X		X	X	X	X	H - 2
3. Demonstrate use of number keys	X	X		X		X	X		X	X	X	X	H - 2
C. Typing skills	X	X		X	X	X	X						
1. Boot-up typing program	X	X		X	X	X	X		X	X	X	X	
2. Type as directed in typing lessons	X	X		X	X	X	X		X	X	X	X	
D. Basic word processing techniques	X	X		X	X	X	X						
1. Complete word processing program	X	X		X	X	X	X		X	X	X	X	H - 2
2. Create letters using Word Perfect	X	X		X	X	X	X		X	X	X	X	H - 2
UNIT XII: JOB SEARCH													
A. A job hunting system	X	X	X	X	X	X	X						
1. Define Martin's Magic Formula	X	X	X	X	X	X	X	X	X		X	X	
2. Define networking	X	X	X	X	X	X	X	X	X		X	X	
3. Demonstrate job search techniques	X	X	X	X	X	X	X	X	X		X	X	
B. A cover letter	X	M X	X	X	X	X	X						
1. Describe a business letter form	X	X	X	X	X	X	X	X	X		X	X	C - 1
2. Prepare required cover letter contents	X	X	X	X	X	X	X	X	X		X	X	C - 1
3. Complete cover letter using Word Perfect	X	X	X	X	X	X	X	X	X		X	X	C - 1
C. A resume	X	X	X	X	X	X	X						
1. Describe resume forms	X	X	X	X	X	X	X	X	X		X	X	C - 1
2. List employment data	X	X	X	X	X	X	X	X	X		X	X	C - 1
3. List education data	X	X	X	X	X	X	X	X	X		X	X	C - 1
4. List competencies	X	X	X	X	X	X	X	X	X		X	X	C - 1
5. Complete a resume using Word Perfect	X	X	X	X	X	X	X	X	X		X	X	C - 1
D. An application	X	X	X	X	X	X	X						
1. Define the parts of an application	X	X	X	X	X	X	X	X	X		X	X	
2. Describe application procedure	X	X	X	X	X	X	X	X	X		X	X	
3. Prepare required data	X	X	X	X	X	X	X	X	X		X	X	
4. Fill out an application by hand	X	X	X	X	X	X	X	X	X		X	X	

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E. An interview	X	X	X	X	X	X	X						
1. Prepare clothing for an interview	X	X	X	X	X	X	X	X	X		X	X	
2. Prepare make-up and hair for an interview	X	X	X	X	X	X	X	X	X		X	X	
3. Demonstrate a greeting	X	X	X	X	X	X	X	X	X		X	X	C - 1
4. Demonstrate physical & emotional requirements	X	X	X	X	X	X	X	X	X		X	X	
5. Rehearse questions and answers	X	X	X	X	X	X	X	X	X		X	X	C - 2
6. Complete a mock interview	X	X	X	X	X	X		X	X		X	X	C - 1
UNIT XIII: JOB SURVIVAL SKILLS													
A. Required office etiquette	X	X	X	X	X	X	X						
1. Use proper names and titles	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
2. Illustrate chain of command	X	X	X	X	X	X	X	X	X	X	X	X	
3. List rules for dealing with a boss	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
4. List rules for dealing with a co-worker	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
B. Business communications skills	X	X	X	X	X	X	X						
1. Demonstrate telephone skills	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
2. Take messages	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
3. Demonstrate listening skills	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
4. Write a memo	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
C. Good work habits	X	X	X	X	X	X	X						
1. Arrive in class on time	X	X	X	X	X	X	X	X	X	X	X	X	
2. Attend class regularly	X	X	X	X	X	X	X	X	X	X	X	X	
3. Arrive in class with materials	X	H X	X	X	X	X	X	X	X	X	X	X	
4. Participate while in class	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
5. Keep classroom in good order	X	X	X	X	X	X	X	X	X	X	X	X	
6. Refrain from chewing gum	X	X	X	X	X	X	X	X	X	X	X	X	
D. A positive self-image	X	X	X	X	X	X	X						
1. Set career goals	X	X	X	X	X	X	X	X	X	X	X	X	
2. List positive self-traits	X	X	X	X	X	X	X	X	X	X	X	X	
3. Write self-contract	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
4. Reinforce goal attainment	X	X	X	X	X	X	X	X	X	X	X	X	

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PROGRAM: PASSENGER TRANSPORTATION - YEAR A

	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 359.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
E. Assertiveness	X	X	X	X	X	X	X						
1. List components of an assertive philosophy	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
2. Describe non-verbal behavior	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
3. List irrational beliefs	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
4. Describe types of assertion	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
5. Demonstrate making/refusing requests	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
6. Demonstrate expressing anger	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
F. Stress management techniques	X	X	X	X	X	X	X						
1. Identify personal/job stresses	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
2. Describe flight/fight responses	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
3. Complete stress level test	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
4. List symptoms of/reactions to stress	X	X	X	X	X	X	X	X	X	X	X	X	H - 1
5. Develop coping skills plan	X		X	X	X	X	X	X	X	X	X	X	H - 1
6. Demonstrate relaxation techniques	X	X	X	X	X	X	X	X	X	X	X	X	H - 1

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

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OCCUPATIONAL ANALYSIS GRID

PROGRAM: PASSENGER TRANSPORTATION - YEAR A

	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.3?7-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.
UNIT I: INTRODUCTION TO TRAVEL											
A. Travel industry											
1. Recognize organization of transportation bus.	X	X	X	X	X	X	X	X	X	X	X
2. Cite travel industry history	X	X	X	X	X	X	X	X	X	X	X
3. Identify government agency function	X	X	X	X	X	X	X	X	X	X	X
4. Describe airport facilities		X	X	X	X	X	X	X		X	X
5. Describe travel agency facilities		X	X	X	X	X	X				X
6. Describe bus depot/train station facilities	X	X	X	X	X	X	X				X
7. Describe car rental/parking facilities		X	X	X	X		X				X
8. Describe hotel facilities		X	X	X	X	X	X				X
9. Describe convention visitor bureaus		X	X	X	X	X	X				X
10. Define the effects of deregulation	X	X	X	X	X	X	X				X
B. Job opportunities in travel industry											
1. Identify airline occupations		X	X	X	X	X	X				X
2. Identify travel agency occupations		X	X	X	X						X
3. Identify bus/train company occupations	X	X	X	X	X	X	X				X
4. Identify car rental/parking co. occupations		X	X	X	X	X	X		X		X
5. Identify hotel, convention/visitor bureau occupations		X	X	X	X	X	X				X
C. Geographical areas		M									
1. Identify the 7 continents	X	X	X	X	X	X	X	X			X
2. Identify major cities, international	X	X	X	X	X	X	X	X			X
3. Identify the major bodies of water	X	X	X	X	X	X	X	X			X
4. Identify the 50 states of the United States	X	X	X	X	X	X	X	X			X
5. Identify major cities in North America											X

127

128

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PROGRAM: PASSENGER TRANSPORTATION - YEAR A	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
D. Transportation codes and names											X	
1. Write the 50 2-letter state codes	X	X	X	X	X	X	X	X	X		X	C - 1
2. Decode 150 city/airport codes	X	X	X	X	X	X	X	X	X		X	C - 1
3. Code 150 city/airport names	X	X	X	X	X	X	X	X	X		X	C - 1
4. Decode air carrier codes	X	X	X	X	X	X	X	X	X		X	C - 1
5. Code air carrier names	X	X	X	X	X	X	X	X	X		X	C - 1
6. Translate airport names from cities & states	X	X	X	X	X	X	X	X	X		X	C - 1
7. Translate cities and states from airport names	X	X	X	X	X	X	X	X	X		X	C - 1
E. Transportation terminology											X	
1. Define airline terminology		X	X	X	X	X	X	X			X	C - 1
2. Define travel agency terminology		X	X			X					X	C - 1
3. Define bus/train company terminology	X	X	X			X					X	C - 1
4. Define car rental/parking company terminology		X	X			X					X	C - 1
5. Define hotel, convention/visitor bureau term.		X	X			X					X	
F. Time formats												
1. Compute 24-hour clock time	X	X	X	X	X	X	X	X	X		X	[illegible]
2. Identify global time zones	X	X	X	X	X	X	X	X	X		X	[illegible]
3. Compute Greenwich Mean Time	X	X	X	X	X	X	X	X	X		X	[illegible]
UNIT II VACATION LANDS												
A. The continental United States												
1. Describe the geography	X	X	X	X		X						
2. Describe the climate	X	X	X	X		X						
3. Describe the culture	X	X	X	X		X						
4. Describe the tourist attractions	X	X	X	X		X						
B. Canada		M										
1. Describe the geography	X	X	X	X		X						
2. Describe the climate	X	X	X	X		X						
3. Describe the culture	X	X	X	X		X						
4. Describe the tourist attractions	X	X	X	X		X						
C. Mexico												
1. Describe the geography	X	X	X	X		X						
2. Describe the climate	X	X	X	X		X						
3. Describe the culture	X	X	X	X		X						
4. Describe the tourist attractions	X	X	X	X		X						

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D. South America												
1. Describe the geography	X	X	X	X		X						
2. Describe the climate	X	X	X	X		X						
3. Describe the culture	X	X	X	X		X						
4. Describe the tourist attractions	X	X	X	X		X						
E. The Caribbean and Bermuda												
1. Describe the geography	X	X	X	X		X						
2. Describe the climate	X	X	X	X		X						
3. Describe the culture	X	X	X	X		X						
4. Describe the tourist attractions	X	X	X	X		X						
UNIT III: RESERVATIONS												
A. The role of airline reservations sales agent											X	
1. Define the sales job function			X	X	X	X	X				X	
2. Describe a reservation center			X	X	X	X	X				X	H 1
3. State the hub concept			X	X	X	X	X				X	
4. State the commuter theory			X	X	X	X	X				X	
5. Define reservation sales terms			X	X	X	X	X				X	
B. Identification of aircraft											X	C 1, M 1
1. Identify a BAC-111			X	X	X	X	X				X	
2. Identify a DC-9			X	X	X	X	X	X			X	
3. Identify a Boeing 737			X	X	X	X	X	X			X	
4. Identify a Boeing 727			X	X	X	X	X	X			X	
5. Identify a Boeing 747			X	X	X	X	X	X			X	
6. Identify a L10-11		M X	X		X	X	X	X			X	
7. Identify a DC 10		X	X		X	X	X	X			X	
8. Identify a Boeing 757		X	X		X	X	X	X			X	
9. Identify a Boeing 767		X	X		X	X	X	X			X	
10. Identify a Concord		X	X		X	X	X	X			X	
11. Identify an Air Bus		X	X		X	X	X	X			X	
12. Identify an MD-80		X	X		X	X	X	X			X	

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PROGRAM: PASSENGER TRANSPORTATION - YEAR A

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C. Utilization of CRT to prepare a PNR												
1. Compute availability entries		X	X			X					X	H - 2, M - 2
2. Decipher availability displays		X	X			X					X	H - [illegible]
3. Compute Eagle entries		X	X			X					X	H - 2, M - 2
4. Complete Eagle lessors		X	X			X					X	H - 2
5. Compute city/airline decoder entries		X	X			X					X	H - 2, M - 1
6. Compute "flifo" entries and interpret		X	X			X					X	H - 2, M - 1
7. Sell/Waitlist from availability		X	X			X					X	H - 2, M - 1
8. Compute Segment Sell/Waitlist entries		X	X			X					X	H - 2, M - 1
9. Create a P.N.R.		X	X			X					X	H - 2
10. Modify passenger data on a P.N.R.		X	X			X					X	H - 2
11. Modify itineraries on a P.N.R.		X	X			X					X	H - 2
12. Retrieve a P.N.R.		X	X			X					X	H - 2
13. Interpret history data		X	X			X					X	H - 2
14. Compute the remarks field		X	X			X					X	H - 2
15. Compute the message field		X	X			X					X	H - 2
16. Compute a P.N.R. reduction		X	X			X					X	H - 2
17. Compute a P.N.R. division		X	X			X					X	H - 2
D. Computation of air fares						X					X	
1. Enter fare quote statements into computer		X	X			X					X	H - 2
2. Read fare quote displays		X	X			X					X	H - 2
3. Quote fares to passengers		X	X			X					X	H - 2
4. Interpret fare rules		X	X			X					X	H - 2
5. Construct excursion fares		X	X			X					X	M - 5
6. Construct special passenger fares		M X	X			X					X	M - 5
7. Construct circle trip fares		X	X			X					X	M - 5
8. Construct open jaw fares		X	X			X					X	M - 5
9. Enter itinerary pricing statements into C.R.T.		X	X			X					X	H - 1
10. Read itinerary pricing displays		X	X			X					X	H - 1
11. Price itineraries			X			X					X	H - 5
E. Completion of seat section											X	
1. Interpret seat field headers		X	X			X					X	H - 1
2. Read seat field displays		X	X			X					X	H - 1
3. Select seats for conditional passengers		X	X			X					X	H - 1
4. Modify seat selections		X	X			X					X	H - 1

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F. Customer service techniques by telephone											X	
1. Demonstrate an initial greeting		X	X			X					X	C - 2
2. Demonstrate questioning techniques		X	X			X					X	C - 2
3. Demonstrate information interpretation		X	X			X					X	C - 2
4. Demonstrate confirmation techniques		X	X			X					X	C - 2
5. Demonstrate the closing		X	X			X					X	C - 2
G. Reservations sales											X	C - 2
1. Role play a call asking for flight data		X	X			X					X	C - 2
2. Role-play a call asking for fare data		X	X			X					X	C - 2
3. Role-play a reconfirmation code		X	X			X					X	C - 2
4. Role-play a change of plan call		X	X			X					X	C - 2
5. Role-play a complaint call		X	X			X					X	C - 2
UNIT IV: SPECIAL ASSISTANCE REPRESENTATIVE												
A. The role of special assistance representative											X	
1. Cite the meaning of connecting passenger					X		X				X	
2. Cite the meaning of flight banks					X		X				X	
B. Major airports											X	
1. Describe Gr. Pitts. Internat. Airport (Pitt)		X	X	X	X	X	X	X		X	X	
2. Describe DCA and IAD		X	X	X	X	X	X	X		X	X	
3. Describe ORD		X	X	X	X	X	X	X		X	X	
4. Describe ATL		X	X	X	X	X	X	X		X	X	
5. Describe LAX		X	X	X	X	X	X	X		X	X	
6. Describe IAH		X	X	X	X	X	X	X		X	X	
7. Describe JFK		X	X	X	X	X	X	X		X	X	
C. RAP messages												
1. Decode R.A.P. message					X		X					H - 1
2. Compute a R.A.P. message entry, outbound					X		X					H - 1
3. Pull a R.A.P.					X		X					H - 1
4. Interpret an in-coming R.A.P.					X		X					H - 1
D. Procedures for serving the handicapped												
1. Care for a blind passenger					X		X				X	H - 1
2. Demonstrate care for a deaf passenger					X		X				X	H - 1
3. Demonstrate care for a paralyzed passenger					X		X				X	H - 1
4. Demonstrate care for a stroke victim passenger					X		X				X	H - 1
5. Demonstrate care for a non-English speaking passenger					X		X				X	H - 1
6. Demonstrate care for a fearful flyer					X		X				X	H - 1

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E. Procedures for serving U.N.A.C.'s											X	
1. Define the unaccompanied child					X		X				X	
2. Complete the unaccompanied child form					X		X				X	
3. Describe the S.A.R. room facilities					X		X				X	
F. Special assistance transfers												
1. Demonstrate the transfer of a blind passenger					X		X	X				H - 1
2. Demonstrate the transfer of a deaf passenger					X		X	X				H - 1
3. Demonstrate transfer of paralyzed passenger					X		X	X				H - 1
4. Demons. transfe of stroke victim passenger					X		X	X				H - 1
5. Demonstrate the transfer of a non-English speaking passenger					X		X	X				H - 1
6. Demonstrate the transfer of a fearful flyer					X		X	X				H - 1
7. Demonstrate the transfer of an unaccompanied child					X		X	X				H - 1
UNIT V: BAGGAGE												
A. Baggage service operations												
1. Observe baggage department in airport								X				
2. Identify baggage service equipment								X				
3. Define baggage acceptance policy								X				C - 2
4. Describe on-line, off-line and connecting service								X				
B. Role of sky cap												
1. Observe sky caps at airport		M						X				
2. Describe sky cap service equipment								X				
3. Define baggage acceptance policy								X				[illegible] - 2
C. Role of airline baggage attendants												
1. Observe baggage attendants at airport								X				
2. Recognize all baggage attendants at airport								X				
3. List baggage allowance criteria								X				
4. Prepare excess baggage tickets								X				K - 3
5. List regulations of pet services								X				
D. Baggage checking procedures												
1. Greet passenger with baggage								X				C - 2
2. Prepare bag tags								X				
3. Demonstrate attendant/passenger interaction								X				I - 2
4. Complete computer entries on P.N.R.								X				

PROGRAM: PASSENGER TRANSPORTATION - YEAR A

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E. Baggage tracking procedures												
1. Complete a lost/damaged report												M 1
2. Interpret computrac reports												M 1
F. Baggage handling procedures												
1. Check-in baggage for a scheduled flight												C 2, M 1
2. Check-in excess baggage												C 2, M 1
3. Check-in luggage for problem passengers												C 2
4. Role-play check-in of pets												C 2
UNIT VI: MARKETING												
A. The elements of marketing											X	
1. Define the service	X	X	X			X			X	X	X	
2. Define the method of distribution	X	X	X			X			X	X	X	
3. Define the method of pricing	X	X	X			X			X	X	X	M 2
4. Define the means of promotion	X	X	X			X			X	X	X	C 1
5. Define personal selling	X	X	X			X			X	X	X	C 1
6. Define advertising	X	X	X			X			X	X	X	C 1
7. Define the market location	X	X	X			X			X	X	X	
B. Advertising techniques											X	
1. Give examples of advertising to snob appeal	X	X	X			X			X	X	X	H 1
2. Give examples of advertising to peer identification	X	X	X			X			X	X	X	H 1
3. Give examples of advertising to cultural trend	X	X	X			X			X	X	X	H 1
4. Give examples of advertising to health, pleasure, and other needs and wants	X	X M	X			X			X	X	X	H 1
C. Sales techniques											X	
1. Describe the sales approach	X	X	X			X			X	X	X	H 1
2. Determine customer needs and wants	X	X	X			X			X	X	X	H 1
3. Handle customer objections	X	X	X			X			X	X	X	H 1
4. Close the sale	X	X	X			X			X	X	X	C 1
5. Sell by suggestion and reassurance	X	X	X			X			X	X	X	C 1
D. Public relations procedures											X	C 1
1. Describe newsletters	X	X	X			X			X		X	C 1
2. Describe news releases, travel articles, feature stories	X	X	X			X			X		X	C 1
3. Describe public speaking assignments	X	X	X			X			X		X	C 1
4. Describe promotional special events	X	X	X			X			X		X	C 1

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E. Brochures												
1. Describe features of brochures	X	X	X			X			X		X	C - 1
2. Determine size and layout of brochure	X	X	X			X			X		X	C - 1
3. Determine theme and text of brochure	X	X	X			X			X		X	C 1, M 2
4. Analyze assembled brochure	X	X	X			X			X		X	C - 1
F. Media techniques											X	C 1
1. Analyze written text materials for media	X	X				X					X	
2. Present a television ad	X	X				X					X	C 1
3. Present a radio ad	X	X				X					X	C 1
4. Analyze novelties and point-of-purchase materials	X	X				X					X X	C 1
UNIT VII: HOTEL RENTAL												
A. The history, nature and growth of hospitality industry												
1. Describe early inns			X									
2. Describe the "mom and Pop" motels			X									
3. Describe the growth of chain hotel/motels			X									
B. Career opportunites in hospitality industry												
1. Describe early inns			X									
2. Describe management development programs			X									
3. Describe "promotion from within" policy			X									
C. Types of operations												
1. Describe a deluxe hotel		M	X									
2. Describe an all-suite hotel			X									
3. Describe a spa/resort hotel			X									
4. Describe a bed and breakfast inn			X									
D. Hotel departments												
1. Define Human Resources			X									
2. Define the food and beverage department			X									
3. Describe the housekeeping department			X									
4. Define the front office department			X									
5. Define the reservations department			X									
6. Define the sales and marketing department			X									
7. Define the engineering department			X									

PROGRAM: PASSENGER TRANSPORTATION - YEAR A

	D.O.T. CODE 238.357-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 712.367-014 TRANSPORTATION AGENT AIR TRANS	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
E. Layout and design of facilities												
1. Sketch types of rooms/suites			I									
2. Sketch types of lobbies			I									
3. Sketch restaurants			I									
4. Sketch outdoor facilities			I									
F. Guest Service Duties												H - 5
1. Define the guest-innkeeper relationship			I									C - 1
2. Describe making a reservation			I									C 1, H 1
3. Describe check in/check out procedures			I									H - 2
4. Describe concierge service			I									
5. Describe clubs and awards for guests			I									
6. Describe room service			I									
7. Describe transportation services			I									
UNIT VIII: FLIGHT ATTENDANT												
A. The role of an airline flight attendant												C - 5
1. Define the main function of a flight attendant												C - 1
2. Describe flight attendant training program												
3. State flight attendant rules of employment												
4. State flight attendant job performance standards												
B. The theory of flight												
1. Identify the parts of an aircraft												H - 1
2. Describe the four forces												H - 1
3. Describe the control surfaces		M										H - 1
4. Define roll, pitch and yaw												H - 1
5. Simulate a flight												H - 1
C. Announcements and demonstrations												
1. Demonstrate DC-9 and 737-300 departure announcement												C - 2
2. Demonstrate DC-9 and 737-300 level-off announcement												C - [illegible]
3. Demonstrate DC-9 and 737-300 arrival announcement												C - 2
4. Complete a DC-9 and 737-300 demonstration												C - 1

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PROGRAM: PASSENGER TRANSPORTATION - YEAR A	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT AIR IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
D. Flight attendant duties												
1. Demonstrate flight attendant check-in												
2. Demonstrate pre-boarding duties												
3. Demonstrate boarding of passengers												C - 1
4. Demonstrate pre-flight duties												C - 1
5. Demonstrate enplaning of passengers												C - 1
6. Complete flight attendant forms												
7. Interpret systems' timetable												H 3
E. Food service procedures												
1. Demonstrate complimentary beverage service												C 1
2. Demonstrate serving cart set-up												
3. Demonstrate serving cart service												C 1
4. Demonstrate tray service												C 1
F. Emergency procedures												
1. Perform planned emergency techniques												C 2
2. Perform verbal commands												C 5
3. Perform door operations												
4. Perform slide evacuation												
5. Demonstrate life vest process												
6. Demonstrate oxygen bottle process												
7. Demonstrate fire equipment process												
8. Demonstrate first-aid techniques												
9. Complete emergency procedures examination												
G. In-flight procedures		M										
1. Role-play a scheduled flight												C 3, H 2
2. Role-play interaction with problem passengers												H 2
3. Role-play interaction with fellow employees												H 2
H. A first aid course												
1. Observe training film												
2. Demonstrate first-aid techniques												
3. Complete first-aid examination												

P: PASSENGER TRANSPORTATION - YEAR A

	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
UNIT IX: CUSTOMER RELATIONS												
A. Customer types												H - 4
1. Describe care of the first time traveler	X	X	X	X	X	X	X	X	X	X	X	
2. Describe care of the demanding customer	X	X	X	X	X	X	X	X	X	X	X	
3. Describe care of the fearful customer	X	X	X	X	X	X	X	X	X	X	X	
4. Describe care of the irate customer	X	X	X	X	X	X	X	X	X	X	X	
B. Oral communications skills												C - 8
1. Demonstrate interaction with good manners	X	X	X	X	X	X	X	X	X	X	X	
2. Role iplay a courteous greeting	X	X	X	X	X	X	X	X	X	X	X	
3. Role play a polite dismissal	X	X	X	X	X	X	X	X	X	X	X	
4. Demonstrate tactful interaction in stressful situations	X	X	X	X	X	X	X	X	X	X	X	
5. Speak with elimination of improper words and phrases	X	X	X	X	X	X	X	X	X	X	X	
C. Body language												C - 6
1. Display good eye contact during interaction	X	X	X	X	X	X	X	X	X	X	X	
2. Display good facial expressions during interaction	X	X	X	X	X	X	X	X	X	X	X	
3. Demonstrate a handshake	X	X	X	X	X	X	X	X	X	X	X	
4. Recognize and perform body language cues	X	X	X	X	X	X	X	X	X	X	X	
D. Customer service techniques												H - 10
1. Do illustration of making a good first impression	X	X	X	X	X	X	X	X	X	X	X	
2. Do illustration of setting a company image	X	X	X	X	X	X	X	X	X	X	X	
3. Do illustration of use of tone of voice	X	M X	X	X	X	X	X	X	X	X	X	
4. Do illustration of display - positive attitude	X	X	X	X	X	X	X	X	X	X	X	
5. In a demonstartion, compliment the customer	X	X	X	X	X	X	X	X	X	X	X	
6. In a demonstration, avoid arguments and conflicts with customers and co-workers	X	X	X	X	X	X	X	X	X	X	X	
UNIT X: PROFESSIONAL DEVELOPMENT												
A. Good personal hygiene practices												
1. Observe "Personal Hygiene" film	X	X	X	X	X	X	X	X	X	X	X	H - 1
2. Complete USAir Professional Grooming Booklet	X	X	X	X	X	X	X	X	X	X	X	H - 1
B. Proper skin care techniques												
1. Observe a skin care demonstration	X	X	X	X	X	X	X	X	X	X	X	H - 1
2. Do test application of skin care preparations	X	X	X	X	X	X	X	X	X	X	X	H - 1
3. Discuss skin care problems with professional	X	X	X	X	X	X	X	X	X	X	X	H - 1

PROGRAM: PASSENGER TRANSPORTATION - YEAR A

	D.C. 238.3 RESERVAT CLERK R.R. TRANS.	. CODE 35?-?26 AGENT IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
C. Proper hair care techniques												
1. Observe a hair care demonstration	X	X	X	X	X	X	X					
2. Do test application of hair care preparations	X	X	X	X	X	X	X					
3. Discuss hair care problems with professional	X	X	X	X	X	X	X					
4. Describe business-like hair styles	X	X	X	X	X	X	X					
D. Professional make-up techniques												
1. Observe a professional make-up application	X	X	X	X	X	X	X					
2. Do test application of make-up preparations	X	X	X	X	X	X	X					
3. Discuss make-up techniques with professional	X	X	X	X	X	X	X					
4. Describe business-like make-up applications	X	X	X	X	X	X	X					
E. Good posture												
1. Demonstrate correct sitting posture	X	X	X	X	X	X	X					
2. Demonstrate correct standing posture	X	X	X	X	X	X	X					
3. Demonstrate correct lifting procedure	X	X	X	X	X	X	X					
4. Describe exercises to promote good posture	X	X	X	X	X	X	X					
F. Proper diet habits												
1. List daily food requirements	X	X	X	X	X	X	X					
2. Describe safe sodium, fat, chloresterol, calorie intake levels	X	X	X	X	X	X	X					
3. Interpret food package labels	X	X	X	X	X	X	X					
4. Describe weight control plans	X	X	X	X	X	X	X					
5. Describe effects of exercise on diet & health	X	X	X	X	X	X	X					
6. Prepare fittness program of diet and exercise	X	X	X	X	X	X	X					
G. A professional manicure												
1. Observe a manicure demonstration	X	M X	X	X	X	X	X					
2. Do test application of manicure preparations	X	X	X	X	X	X	X					
3. Observe a nail tip application	X	X	X	X	X	X	X					
4. Describe a business-like manicure	X	X	X	X	X	X	X					
H. A professional dress code												
1. Purchase dress code requirements	X	X	X	X	X	X	X					
2. Wear items listed in dress code requirements	X	X	X	X	X	X	X					
3. Care for clothing and accessories required	X	X	X	X	X	X	X					

P: PASSENGER TRANSPORTATION - YEAR A

	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
UNIT XI: COMPUTER SKILLS												
A. Basic computer literacy skills												
1. Define computer terminology	X	X	X	X		X		X	X	X	X	H - 2
2. Boot-up computer	X	X	X	X		X		X	X	X	X	H - 2
3. Demonstrate disk management skills	X	X	X	X		X		X	X	X	X	H - 2
4. Practice safe care of unit	X	X	X	X		X		X	X	X	X	H - 2
B. A computer keyboard												
1. Demonstrate use of function keys	X	X	X	X		X		X	X	X	X	H - 2
2. Demonstrate use of letter keys	X		X	X		X		X	X	X	X	H - 2
3. Demonstrate use of number keys	X	X	X	X		X		X	X	X	X	H - 2
C. Typing skills											X	
1. Boot-up typing program	X	X	X	X	X	X	X		X	X	X	
2. Type as directed in typing lessons	X	X	X	X	X	X	X		X	X	X	
D. Basic word processing techniques											X	
1. Complete word processing program	X	X	X	X	X	X	X		X	X	X	H - 2
2. Create letters using Word Perfect	X	X	X	X	X	X	X		X	X	X	H - 2
UNIT XII: JOB SEARCH												
A. A job hunting system											X	
1. Define Martin's Magic Formula	X	X	X	X	X	X	X	X	X	X	X	
2. Define networking	X	X	X	X	X	X	X	X	X	X	X	
3. Demonstrate job search techniques	X	X	X	X	X	X	X	X	X	X	X	
B. A cover letter											X	
1. Describe a business letter form	X	X	X	X	X	X	X	X	X	X	X	C - 1
2. Prepare required cover letter contents	X	M X	X	X	X	X	X	X	X	X	X	C - 1
3. Complete cover letter using Word Perfect	X	X	X	X	X	X	X	X	X	X	X	C - 1
C. A resume											X	
1. Describe resume forms	X	X	X	X	X	X	X	X	X	X	X	C - 1
2. List employment data	X	X	X	X	X	X	X	X	X	X	X	C - 1
3. List education data	X	X	X	X	X	X	X	X	X	X	X	C - 1
4. List competencies	X	X	X	X	X	X	X	X	X	X	X	C - 1
5. Complete a resume using Word Perfect	X	X	X	X	X	X	X	X	X	X	X	C - 1
D. An application											X	
1. Define the parts of an application	X	X	X	X	X	X	X	X	X	X	X	
2. Describe application procedure	X	X	X	X	X	X	X	X	X	X	X	
3. Prepare required data	X	X	X	X	X	X	X	X	X	X	X	
4. Fill out an application by hand	X	X	X	X	X	X	X	X	X	X	X	

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PROGRAM: PASSENGER TRANSPORTATION - YEAR A

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E. An interview											X	
1. Prepare clothing for an interview	X	X	X	X	X	X	X	X	X	X	X	
2. Prepare make-up and hair for an interview	X	X	X	X	X	X	X	X	X	X	X	
3. Demonstrate a greeting	X	X	X	X	X	X	X	X	X	X	X	C - 1
4. Demonstrate physical & emotional requirements	X	X	X	X	X	X	X	X	X	X	X	
5. Rehearse questions and answers	X	X	X	X	X	X	X	X	X	X	X	C - 2
6. Complete a mock interview	X	X	X	X	X	X	X	X	X	X	X	C - 1
UNIT XIII: JOB SURVIVAL SKILLS												
A. Required office etiquette											X	
1. Use proper names and titles	X	X	X	X	X	X	X	X	X	X	X	C - 1
2. Illustrate chain of command	X	X	X	X	X	X	X	X	X	X	X	
3. List rules for dealing with a boss	X	X	X	X	X	X	X	X	X	X	X	H - 1
4. List rules for dealing with a co-worker	X	X	X	X	X	X	X	X	X	X	X	H - 1
B. Business communications skills											X	
1. Demonstrate telephone skills	X	X	X	X	X	X	X	X	X	X	X	C - 1
2. Take messages	X	X	X	X	X	X	X	X	X	X	X	C - 1
3. Demonstrate listening skills	X	X	X	X	X	X	X	X	X	X	X	C - 1
4. Write a memo	X	X	X	X	X	X	X	X	X	X	X	C - 1
C. Good work habits											X	
1. Arrive in class on time	X	X	X	X	X	X	X	X	X	X	X	
2. Attend class regularly	X	X	X	X	X	X	X	X	X	X	X	
3. Arrive in class with materials	X	X	X	X	X	X	X	X	X	X	X	
4. Participate while in class	X	X	X	X	X	X	X	X	X	X	X	C - 1
5. Keep classroom in good order	X	M X	X	X	X	X	X	X	X	X	X	
6. Refrain from chewing gum	X	X	X	X	X	X	X	X	X	X	X	
D. A positive self-image											X	
1. Set career goals	X	X	X	X	X	X	X	X	X	X	X	
2. List positive self-traits	X	X	X	X	X	X	X	X	X	X	X	
3. Write self-contract	X	X	X	X	X	X	X	X	X	X	X	C - 1
4. Reinforce goal attainment	X	X	X	X	X	X	X	X	X	X	X	

PR PASSENGER TRANSPORTATION - YEAR A

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E. Assertiveness												
1. List components of an assertive philosophy	X	X	X	X	X	X	X	X	X	X	X	H - 1
2. Describe non-verbal behavior	X	X	X	X	X	X	X	X	X	X	X	H - 1
3. List irrational beliefs	X	X	X	X	X	X	X	X	X	X	X	H - 1
4. Describe types of assertion	X	X	X	X	X	X	X	X	X	X	X	H - 1
5. Demonstrate making/refusing regrets	X	X	X	X	X	X	X	X	X	X	X	H - 1
6. Demonstrate expressing anger	X	X	X	X	X	X	X	X	X	X	X	H - 1
F. Stress management techniques												
1. Identify personal job stresses	X	X	X	X	X	X	X	X	X	X	X	H - 1
2. Describe flight/fight responses	X	X	X	X	X	X	X	X	X	X	X	H - 1
3. Complete stress level test	X	X	X	X	X	X	X	X	X	X	X	H - 1
4. List symptoms of/reactions to stress	X	X	X	X	X	X	X	X	X	X	X	H - 1
5. Develop coping skills plan	X	X	X	X	X	X	X	X	X	X	X	H - 1
6. Demonstrate relaxation techniques	X	X	X	X	X	X	X	X	X	X	X	H - 1

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE. TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 357.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
UNIT I: INTRODUCTION TO TOURISM													
A. Travel industry				X	X	X	X						
1. Recognize organization of transportation bus.	X	X	X	X	X	X	X	X	X	X	X	X	
2. Cite travel industry history	X	X	X	X	X	X	X	X	X	X	X	X	
3. Identify government agency function	X	X	X	X	X	X	X	X	X	X	X	X	
4. Describe airport facilities	X	X	X	X	X	X	X	X	X	X	X	X	
5. Describe travel agency facilities					X	X	X	X	X		X	X	
6. Describe bus depot/train station facilities					X	X	X	X			X	X	
7. Describe car rental/parking facilities					X	X	X	X			X	X	
8. Describe hotel facilities					X	X	X	X			X	X	
9. Describe convention/visitor bureaus					X	X	X	X	X		X	X	
10. Define the effects of deregulation	X	X	X	X	X	X	X	X	X		X	X	
B. Job opportunities in travel industry				X	X	X	X						
1. Identify airline occupations	X	X	X	X	X	X					X	X	
2. Identify travel agency occupations						X					X	X	
3. Identify bus/train company occupations						X					X	X	
4. Identify car rental/parking co. occupations						X					X	X	
5. Identify hotel, convention/visitor bureau occupations						X		X			X	X	
C. Geographical areas				X		X	X						
1. Identify the 7 continents	X	X	X	X	X	X	X	X	X	X	X	X	
2. Identify major cities, international	X	X	X	X	X	X	X	X	X	X	X	X	
3. Identify the major bodies of water	X	X	X	X	X	X	X	X	X	X	X	X	
4. Identify the 50 states of the United States	X	X	X	X	X	X	X	X	X	X	X	X	
5. Identify major cities in North America	X	X	X	X	X	X	X	X	X	X	X	X	
D. Transportation codes and names	X	X	X	X	X	X	X						
1. Write the 50 2-letter state codes	X	X	X	X	X	X	X	X	X	X	X	X	
2. Decode 150 city/airport codes	X	X	X	X	X	X	X		X	X	X	X	
3. Code 150 city/airport names	X	X	X	X	X	X	X		X	X	X	X	
4. Decode air carrier codes	X	X	X	X	X	X	X		X	X	X	X	
5. Code air carrier names	X	X	X	X	X	X	X		X	X	X	X	
6. Translate airport names from cities & states	X	X	X	X	X	X	X		X	X	X	X	
7. Translate cities and states from airport names	X	X	X	X	X	X	X		X	X	X	X	

PROGRAM: PASSENGER TRANSPORTATION – YEAR B

	D.O.T. CODE 248.362-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 357.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
E. Transportation terminology	X				X								
1. Define airline terminology	X				X						X	X	C 1
2. Define travel agency terminology					X						X	X	C 1
3. Define bus/train company terminology					X						X	X	C 1
4. Define car rental/parking company terminology					X						X	X	C 1
5. Define hotel, convention/visitor bureau term.					X			X			X	X	C 1
F. Time formats					X								C 1
1. Compute 24-hour clock time	X	X	X	X	X	X	X	X	X	X	X	X	M 5
2. Identify global time zones	X	X	X	X	X	X	X	X	X	X	X	X	
3. Compute Greenwich Mean Time	X	X	X	X	X	X	X	X	X	X	X	X	M 5
UNIT II VACATION LANDS													
A. Visiting Europe													
1. Describe the geography	X			X	X			X		X	X	X	
2. Describe the climate	X			X	X			X		X	X	X	
3. Describe the culture	X			X	X			X		X	X	X	
4. Describe the tourist attractions	X			X	X			X		X	X	X	
B. Visiting Africa													
1. Describe the geography	X			X	X			X		X	X	X	
2. Describe the climate	X			X	X			X		X	X	X	
3. Describe the culture	X			X	X			X		X	X	X	
4. Describe the tourist attractions	X			X	X			X		X	X	X	
C. Visiting Aisa													
1. Describe the geography	X	M		X	X			X		X	X	X	
2. Describe the climate	X			X	X			X		X	X	X	
3. Describe the culture	X			X	X			X		X	X	X	
4. Describe the tourist attractions	X			X	X			X		X	X	X	
D. Visiting Australia													
1. Describe the geography	X			X	X			X		X	X	X	
2. Describe the climate	X			X	X			X		X	X	X	
3. Describe the culture	X			X	X			X		X	X	X	
4. Describe the tourist attractions	X			X	X			X		X	X	X	
E. Visiting Hawaii and Alaska													
1. Describe the geography	X			X	X			X		X	X	X	
2. Describe the climate	X			X	X			X		X	X	X	
3. Describe the culture	X			X	X			X		X	X	X	
4. Describe the tourist attractions	X			X	X			X		X	X	X	

PROGRAM: PASSENGER TRANSPORTATION - YEAR B	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 359.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-01 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
UNIT III: TICKET AGENT (Airline)													
A. The role of an airline ticket agent	X												
1. Observe passenger check-in procedure	X								X	X	X		
2. Observe airport ticketing procedure	X								X	X	X		
3. Define customer service	X								X	X	X		
B Identification of aircraft	X	X	X	X		X	X						
1. Identify a BAC-111	X	X	X	X	X	X	X	X	X	X	X	X	
2. Identify a DC-9	X	X	X	X	X	X	X	X	X	X	X	X	
3. Identify a Boeing 737	X	X	X	X	X	X	X	X	X	X	X	X	
4. Identify a Boeing 727	X	X	X	X	X	X	X	X	X	X	X	X	
5. Identify a Boeing 747	X	X	X	X	X	X	X	X	X	X	X	X	
6. Identify a L10-11	X	X	X	X	X	X	X	X	X	X	X	X	
7. Identify a DC-10	X	X	X	X	X	X	X	X	X	X	X	X	
8. Identify a Boeing 757	X	X	X	X	X	X	X		X	X	X	X	
9. Identify a Boeing 767	X	X	X	X	X	X	X		X	X	X	X	
10. Identify a Concord	X	X	X	X	X	X	X		X	X	X	X	
11. Identify an air bus	X	X	X	X	X	X	X		X	X	X	X	
12. Identify an MD-80	X	X	X	X	X	X	X		X	X	X	X	
C. Tickets	X				X		X						
1 Review preparation of a P.N.R.	X				X		X		X	X	X	X	
2. Decipher ticket entry codes	X				X		X		X	X	X	X	
3. Generate A.T.B. from P.N.R.	X				X		X		X	X	X	X	
4. Complete hand-written ticket	X				X		X		X	X	X	X	
5. Distribute ticket coupons	X	M			X		X		X	X	X	X	
6. Prepare a ticket sales record	X				X		X		X	X	X	X	M 3
D. Boarding passes	X				X		X						
1. Decipher boarding pass codes	X				X		X		X	X	X	X	
2. Generate A.T.B. boarding passes	X				X		X		X	X	X	X	

PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 359.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
E. Air fares	X			X	X		X						
1. Enter fare quote statements into computer	X			X	X		X		X	X	X	X	M 2
2. Read fare quote displays	X			X	X		X		X	X	X	X	M - 2
3. Quote fares to passengers	X			X	X		X		X	X	X	X	M - 2
4. Interpret fare rules	X			X	X		X		X	X	X	X	M - 2
5. Construct excursion fares	X			X	X		X		X	X	X	X	M 5
6. Construct special passenger fares	X			X	X		X		X	X	X	X	M - 5
7. Construct circle trip fares	X			X	X		X		X	X	X	X	M - 5
8. Construct open jaw fares	X			X	X		X		X	X	X	X	M - 5
9. Enter itinerary pricing statements into C.R.T.	X			X	X		X		X	X	X	X	M - 1
10. Read itinerary pricing displays	X			X	X		X		X	X	X	X	M - 1
11. Price itineraries	X			X	X		X		X	X	X	X	M - 5
F. Form of payment techniques	X			X	X		X						
1. Demonstrate acceptance of cash and checks	X			X	X		X		X	X	X	X	M - 1
2. Demonstrate acceptance of credit cards	X			X	X		X		X	X	X	X	
3. Demonstrate acceptance of G.T.R.s	X			X	X		X		X	X	X	X	
4. Describe P.T.A.procedure	X			X	X		X		X	X	X	X	
5. Complete an M.C.O.	X			X	X		X		X	X	X	X	M - 1
G. Refunds, reissues and revalidation	X				X		X						M - 1
1. Compute a reissue with additional collection	X				X		X		X	X	X	X	M - 1
2. Compute a reissue with refund	X				X		X		X	X	X	X	M - 1
3. Issue a refund check	X				X		X		X	X	X	X	
4. Revalidate an A.T.B.	X				X		X		X	X	X	X	
5. Revalidate a boarding pass	X	M			X		X		X	X	X	X	
H. Customer service techniques	X				X		X						
1. Demonstrate giving flight information	X				X		X		X	X	X	X	C - 1
2. Demonstrate giving gate information	X				X		X		X	X	X	X	C - 1
3. Demonstrate a re-booking, voluntary	X				X		X		X	X	X	X	C - 1
4. Demonstrate a re-booking, involuntary	X				X		X		X	X	X	X	C - 1
I. Passenger ticketing services	X				X		X						
1. Ticket a time limit passenger	X				X		X		X	X	X	X	
2. Ticket a future booking	X				X		X		X	X	X	X	
3. Complete ticketing forms	X				X		X		X	X	X	X	
4. Ticket a passenger with connecting baggage	X				X		X		X	X	X	X	

163

164

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 249.367-013 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 357.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
UNIT IV: GATE AGENT (Airline)													
A. The role of an airline gate agent													
1. Observe the airport gate check-in									X				C 1
2. Observe an airport control agent									X				C - 1
3. Define check-in duties									X				C 3
B. Advanced boarding control procedures													
1. Complete a seat selection input									X				H 2
2. Complete a check-in input									X				H - 2
3. Interpret boarding passes									X				
4. Make gate boarding announcements									X				C 5
C. Irregular boarding procedures													
1. Describe pre-boarding procedures									X				C 2
2. Define irregularities									X				C 2
3. Describe over sale procedures									X				H - 2, C - 2
4. Describe misconnect procedures									X				H 2, C - 2
D. Customer service techniques													
1. Role-play pre-boarding with transfers	X						X		X		X		C 2
2. Role-play an over sale	X						X		X		X		C 2
3. Role-play a misconnect	X						X		X		X		C 2
UNIT V: TRAVEL AGENCY													
A. The role of a travel agency					X								
1. List types of agencies					X						X		
2. Draw an operational chart		M			X						X		
3. Describe job functions					X						X		
B. Travel documents					X								
1. Prepare passenger tickets					X						X		
2. Prepare M.C.O.s					X						X		
3. Prepare tour orders					X						X		
4. Prepare prepaid ticket advices					X						X		
5. Prepare universal credit charge forms					X						X		
6. Prepare refund notices					X						X		
7. Prepare ticket exchange notices					X						X		
8. Prepare a sales report					X						X		
9. Prepare extended routing slips					X						X		M 3
10. Prepare revalidation stickers					X						X		

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 357.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 239.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 236.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
C. Airline guides, travel planners, hotel indexes					X								
1. Interpret airline guide flight information					X						X		C - 1
2. Interpret travel planner city information					X						X		C - 1
3. Interpret hotel information					X						X		C - 1
D. Itineraries and cruises					X								
1. Interpret minimum connecting time					X						X		M - 5
2. Construct 2 and 3 part connections					X						X		
3. Interpret cruise brochures					X						X		C - 1
4. Make hotel reservations					X						X		C - 1
E. Customer service techniques					X								
1. Describe cash/credit transactions					X					X	X	X	C - 1
2. Describe ticket delivery					X					X	X	X	C - 1
3. Take and relay messages					X					X	X	X	C - 3
4. Demonstrate phone communication					X					X	X	X	C - 3
5. Demonstrate procedures and handle walk-ins					X					X	X	X	C - 3
F. Travel arrangement preparation					X								
1. Construct air travel trip					X					X	X	X	M - 2
2. Construct land travel trip					X					X	X	X	M - 2
3. Construct cruise trip					X					X	X	X	M - 2
4. Construct combination trips					X					X	X	X	M - 2
UNIT VI INTERNATIONAL TRAVEL PROCEDURES													
A. Computation of international fares													
1. Compute apex fare types	X	M		X			X		X	X		X	M - 2
2. Compute transborder taxes/charges	X			X			X		X	X		X	M - 2
3. Compute banker/buyer rates	X			X			X		X	X		X	M - 2
4. Compute Alaskan/Hawaiian fares	X			X			X		X	X		X	M - 2
5. Compute Canadian/Mexican fares	X			X			X		X	X		X	M - 2
6. Compute cross Atlantic/Pacific fares	X			X			X		X	X		X	M - 2
B. International ticket													
1. State apex rules and requirements	X			X			X		X	X		X	M - 2
2. Construct fare ladders	X			X			X		X	X		X	M - 2
3. Interpret currency indicators	X			X			X		X	X		X	M - 2
4. Write excess baggage tickets	X			X			X		X	X		X	M - 2

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 259.477-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
C. Travel documents preparation													
1. Complete proof of citizenship forms	X			X			X		X	X		X	
2. Complete an application for a passport	X			X			X		X	X		X	
3. Complete an application for a visa	X			X			X		X	X		X	
D. State customs regulations													
1. Identify health requirement	X			X			X		X	X		X	
2. Describe airport departure procedure	X			X			X		X	X		X	
3. Describe airport arrival procedures	X			X			X		X	X		X	
4. Identify transborder taxes	X			X			X		X	X		X	M 2
5. Identify personal security systems	X			X			X		X	X		X	
E. Ground transportation regulations													
1. Identify procedures for driving in a foreign country	X			X			X		X	X		X	
2. Identify procedures for busing in a foreign country	X			X			X		X	X		X	
3. Identify procedures for tain transportation in a foreign country	X			X			X		X	X		X	
4. Identify procedures for water transportation in a foreign country	X			X					X	X		X	
F. Foreign Currencies													
1. Define bank procedures	X			X			X		X	X		X	M - 5
2. Compute exchange rates	X			X			X		X	X		X	M - 5
UNIT VII: FLEET SERVICE		M											
A. The role of a cargo agent	X	X											
1. Define the job of a cargo sales agent	X	X											
2. Define the job of a cargo fleet service agent	X	X											
3. Describe air cargo services	X	X											
4. Define air cargo terminology	X	X											
B. Airway bills	X	X											
1. Identify the parts of an airway bill	X	X											C 1
2. Identify airway envelope procedure	X	X											
3. Describe distribution of airway bill parts	X	X											
4. Describe use of special tags	X	X											

PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 359.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-014 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
C. Air cargo fees	X	X											
1. Compute gross weight charges	X	X											C 1
2. Compute dimensional weight charges	X	X											M 2
3. Compute exception ratings	X	X											M 2
4. Compute excess valuation charges	X	X											M 2
5. Compute pick-up and delivery charges	X	X											M 2
D. Air cargo handling procedures	X	X											
1. List P.D.Q. regulations	X	X											
2. Describe cargo loading	X	X											
3. State restricted articles regulations	X	X											
E. Air cargo transactions		X											
1. Role-play customer interaction	X	X											C 2
2. Weigh and measure packages	X	X											M 2
3. Label and tag packages	X												
F. The role of an airline ramp agent													
1. Define fleet service operation													
2. Define an A.B.R.													
3. Define a nose-loader													
G. Hartford ramp safety program													
1. View ramp safety file, Part 2, Section 1													
2. List 12 basic ramp safety rules													
3. View slide/tape presentations													
4. Complete slide/tape questionnaire													
5. View sample driving commentary		M											
6. Complete student narrator commentary													
7. Complete safety test													
H. Ramp safety book													
1. Define personal safety rules													
2. Identify aircraft precaution areas													
3. Identify ground support equipment													
4. Recognize/demonstrate ramp hand signals													C 7
5. Draw DC-9 equipment placing chart													
I. Aircraft familiarization chart													
1. Create chart for 7 aircraft													
2. List descriptive units for each aircraft													
3. List special equipment characteristics for each aircraft													

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J. Ramp operation													
1. Visit load control room													C 1
2. Visit operations tower													C - 1
3. Identify all aircraft													
4. Identify all ground equipment													
K. The role of an operations/load control agent													
1. Describe relationship between customer service and fleet service departments													H 2
2. Describe theory of flight as related to 4 forces													H 2
3. Describe federal qualifications test													
L. Airline communications system													
1. List radio operations procedures													C 2
2. List telephone techniques													C 2
3. List phone patch operations													C 2
M. Departure control activities													
1. Identify station readiness procedures													C - 1
2. Interpret field conditions reports													C 1
3. Read departure control p cept sheets													C - 1
N. Weather reports													
1. Read and complete Basic Weather booklet													H - 2
2. Read and complete Computerized Weather booklet													H - 2
3. Complete Weather Eagle lesson		M											H 2
O. Take-off weights													
1. Read and complete Penalizing Runway Conditions booklet													
2. Interpret flight release form													H 1
3. Read & complete Manual Take-off Weight booklet													M - 5
4. Complete airport analysis													M - 1
5. Compute runway determination													M 2
6. Compute MTOW interpolation													M 2
7. Compute MTOW wind correction/fuel burn													M 5
P. Weight and balance													
1. Read and complete Manual Computation of Weight and Balance booklet													M 3
2. Complete manual weight and balance forms													M - 5

PROGRAM: PASSENGER TRANSPORTATION - YEAR 2

	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 352.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
UNIT VIII: SPEECH													
A. A favorable first impression	X	X	X	X	X		X						
1. Wear appropriate clothing and grooming	X	X	X	X	X		X	X	X	X	X	X	C - 1
2. Demonstrate good posture and carriage	X	X	X	X	X		X	X	X	X	X	X	C - 1
3. Display pleasant facial expressions	X	X	X	X	X		X	X	X	X	X	X	C - 1
4. Show good manners	X	X	X	X	X		X	X	X	X	X	X	C - 1
5. Avoid distracting mannerism	X	X	X	X	X		X	X	X	X	X	X	C - 1
B. Good delivery techniques	X	X	X	X	X		X						
1. Display good voice quality	X	X	X	X	X		X	X	X	X	X	X	C - 1
2. Display good enunciation	X	X	X	X	X		X	X	X	X	X	X	C - 1
3. Display good pronunciation	X	X	X	X	X		X	X	X	X	X	X	C - 2
C. A speech	X	X	X	X	X		X						
1. Determine purpose and topic of speech	X	X	X	X	X		X	X	X	X	X	X	C - 1
2. Collect and organize materials	X	X	X	X	X		X	X	X	X	X	X	C - 1
3. Write an outline	X	X	X	X	X		X	X	X	X	X	X	C - 1
4. Prepare notes	X	X	X	X	X		X	X	X	X	X	X	C - 1
D. A speech	X	X	X	X	X		X						
1. Arouse and hold interest of audience	X	X	X	X	X		X	X	X	X	X	X	C - 1
2. Make proper use of notes	X	X	X	X	X		X	X	X	X	X	X	C - 1
3. Display confidence	X	X	X	X	X		X	X	X	X	X	X	C - 1
4. Maintain proper head and eye position	X	X	X	X	X		X	X	X	X	X	X	C - 1
5. Make proper use of body language	X	X	X	X	X		X	X	X	X	X	X	C - 1
6. Observe audience reaction	X	X	X	X	X		X	X	X	X	X	X	C - 1
7. Speak for allotted time	X	X	X	X	X		X	X	X	X	X	X	C - 1
UNIT IX: CUSTOMER RELATIONS													
A. Customer types	X			X	X	X	X						
1. Describe care of the first time traveler	X			X	X	X	X	X	X	X	X	X	H - 1, C - 1
2. Describe care of the demanding customer	X			X	X	X	X	X	X	X	X	X	H - 1, C - 1
3. Describe care of the fearful customer	X			X	X	X	X	X	X	X	X	X	H - 1, C - 1
4. Describe care of the irate customer	X			X	X	X	X	X	X	X	X	X	H - 1, C - 1

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 352.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
B. Oral communications skills	X	X	X	X	X	X	X						
1. Demonstrate interaction with good manners	X	X	X	X	X	X	X	X	X	X	X	X	C 2
2. Role-play a courteous greeting	X	X	X	X	X	X	X	X	X	X	X	X	C - 2
3. Role-play a polite dismissal	X	X	X	X	X	X	X	X	X	X	X	X	C - 2
4. Demonstrate tactful interaction in stressful situations	X	X	X	X	X	X	X	X	X	X	X	X	C 2
5. Speak with elimination of improper words and phrases	X	X	X		X	X	X	X	X	X	X	X	C 2
C. Body language	X	X	X		X	X	X						
1. Display good eye contact during interaction	X	X	X		X	X	X	X	X	X	X	X	C 2
2. Display good facial expressions during interaction	X	X	X		X	X	X	X	X	X	X	X	C 2
3. Demonstrate a handshake	X	X	X		X	X	X	X	X	X	X	X	C 2
4. Recognize and perform body language cues	X	X	X		X	X	X	X	X	X	X	X	C 2
D. Customer service techniques	X	X	X		X	X	X						
1. Do illustration of making a good first impression	X	X	X		X	X	X	X	X	X	X	X	H
2. Do illustration of setting a company image	X	X	X		X	X	X	X	X	X	X	X	H 2
3. Do illustration of use of tone of voice	X	X	X		X	X	X	X	X	X	X	X	H - 2
4. Do illustration of display of positive attitude	X	X	X		X	X	X	X	X	X	X	X	H 2
5. In a demonstration, compliment the customer	X	X	X		X	X	X	X	X	X	X	X	H 2
6. In a demonstration, avoid arguments and conflicts with customers and co-workers	X	M X	X		X	X	X	X	X	X	X	X	H 2
UNIT X: PROFESSIONAL DEVELOPMENT													
A. Good personal hygiene practices	X	X	X		X	X							
1. Observe "Personal Hygiene" film	X	X	X		X	X		X	X	X	X	X	H - 1
2. Complete USAir Professional Grooming booklet	X	X	X		X	X		X	X	X	X	X	H 1
B. Proper skin care techniques	X	X	X		X	X							
1. Observe a skin care demonstration	X	X	X		X	X		X	X	X	X	X	H 1
2. Do test application of skin care preparations	X	X	X		X	X		X	X	X	X	X	H 1
3. Discuss skin care problems with professional	X	X	X		X	X		X	X	X	X	X	H 1
C. Proper hair care techniques	X	X	X		X	X	X						
1. Observe a hair care demonstration	X	X	X		X	X	X	X	X	X	X	X	C 1
2. Do test application of hair care preparations	X	X	X		X	X	X	X	X	X	X	X	C - 1
3. Discuss hair care problems with professional	X	X	X		X	X	X	X	X	X	X	X	C 1
4. Describe business-like hair styles	X	X	X		X	X		X	X	X	X	X	

PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 248.382-014 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 352.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 359.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
D. Professional make-up techniques	X	X	X		X	X	X						
1. Observe a professional make-up application	X	X	X		X	X	X	X	X	X	X	X	C - 1
2. Do test application of make-up preparations	X	X	X		X	X	X	X	X	X	X	X	C - 1
3. Discuss make-up techniques with professional	X	X	X		X	X	X	X	X	X	X	X	C - 1
4. Describe business-like make-up applications	X	X	X		X	X	X	X	X	X	X	X	C - 1
E. Good posture	X	X	X		X	X	X						
1. Demonstrate correct sitting posture								X	X	X	X	X	C - 2
2. Demonstrate correct standing posture								X	X	X	X	X	
3. Demonstrate correct lifting procedure								X	X	X	X	X	
4. Describe exercises to promote good posture								X	X	X	X	X	
F. Proper diet habits	X	X	X		X	X	X						
1. List daily food requirements								X	X	X	X	X	C - 2
2. Describe safe sodium, fat, chloresterol, calorie intake levels								X	X	X	X	X	
3. Interpret food package labels								X	X	X	X	X	
4. Describe weight control plans								X	X	X	X	X	
5. Describe effects of exercise on diet & health								X	X	X	X	X	
6. Prepare fittness program of diet & exercise								X	X	X	X	X	
G. A professional manicure	X	X	X		X	X	X						
1. Observe a manicure demonstration	X	X	X		X	X	X	X	X	X	X	X	
2. Do test application of manicure preparations	X	X	X		X	X	X	X	X	X	X	X	
3. Observe a nail tip application	X	X	X		X	X	X	X	X	X	X	X	
4. Describe a business-like manicure	X	X	X		X	X	X	X	X	X	X	X	
H. A professional dress code	X	X	X		X	X	X						
1. Purchase dress code requirements	X	X	X		X	X	X	X	X	X	X	X	
2. Wear items listed in dress code requirements	X	X	X		X	X	X	X	X	X	X	X	
3. Care for clothing and accessories required	X	X	X		X	X	X	X	X	X	X	X	
UNIT XI: COMPUTER SKILLS													
A. Basic computer literacy skills	X	X		X	X	X	X						
1. Define computer terminology	X	X		X	X	X	X		X	X	X	X	H - 2
2. Boot-up computer	X	X		X	X	X	X		X	X	X	X	H - 2
3. Demonstrate disk management skills	X	X		X	X	X	X		X	X	X	X	H - 2
4. Practice safe care of unit	X	X		X	X	X	X		X	X	X	X	H - 2
B. A computer keyboard	X	X		X	X	X	X						
1. Demonstrate use of function keys	X	X		X	X	X	X		X	X	X	X	H - 2
2. Demonstrate use of letter keys	X	X		X	X	X	X		X	X	X	X	H - 2
3. Demonstrate use of number keys	X	X		X	X	X	X		X	X		X	H - 2

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C. Typing skills	X	X		X	X	X	X						
1. Boot-up typing program	X	X		X	X	X	X		X	X	X	X	
2. Type as directed in typing lessons	X	X		X	X	X	X		X	X	X	X	
D. Basic word processing techniques	X	X		X	X	X	X						
1. Complete word processing program	X	X		X	X	X	X		X	X	X	X	H - 2
E. Create letters using Word Perfect	X	X		X	X	X	X		X	X	X	X	H - 2
UNIT XII: JOB SEARCH													
A. A job hunting system	X	X	X	X	X	X	X						
1. Define Martin's Magic Formula	X	X	X	X	X	X	X	X	X	X	X	X	
2. Define networking	X	X	X	X	X	X	X	X	X	X	X	X	
3. Demonstrate job search techniques	X	X	X	X	X	X	X	X	X	X	X	X	
B. A cover letter	X	X	X	X	X	X	X						
1. Describe a business letter form	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
2. Prepare required cover letter contents	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
3. Complete cover letter using Word Perfect	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
C. A resume	X	X	X	X	X	X	X						
1. Describe resume forms	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
2. List employment data	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
3. List education data	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
4. List competencies	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
5. Complete a resume using Word Perfect	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
D. An application	X	X	X	X	X	X	X						
1. Define the parts of an application	X	X	X	X	X	X	X	X	X	X	X	X	
2. Describe application procedure	X	X	X	X	X	X	X	X	X	X	X	X	
3. Prepare required data	X	X	X	X	X	X	X	X	X	X	X	X	
4. Fill out an application by hand	X	X	X	X	X	X	X	X	X	X	X	X	
E. An interview	X	X	X	X	X	X	X						
1. Prepare clothing for an interview	X	X	X	X	X	X	X	X	X	X	X	X	
2. Prepare make-up and hair for an interview	X	X	X	X	X	X	X	X	X	X	X	X	
3. Demonstrate a greeting	X	X	X	X	X	X	X	X	X	X	X	X	C - 1
4. Demonstrate physical & emotional requirements	X	X	X	X	X	X	X	X	X	X	X	X	
5. Rehearse questions and answers	X	X	X	X	X	X	X	X	X	X	X	X	C - 2
6. Complete a mock interview	X	X	X	X	X	X	X	X	X	X	X	X	C - 1

PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 248.382-010 TICKETING CLK AIR TRANS	D.O.T. CODE 248.367-018 CARGO AGENT AIR TRANS	D.O.T. CODE 352.367-010 FLIGHT ATTENDANT	D.O.T. CODE 238.367-018 RES. SALES AGENT	D.O.T. CODE 353.167-010 GUIDE, TRAVEL PER SER EXCURSION	D.O.T. CODE 357.477-010 BAGGAGE CHECKER AIR TRANS	D.O.T. CODE 357.677-022 PASSENGER SERVICE REPRESENTATIV	D.O.T. CODE 353.367-010 GUIDE PER SER. VISITOR	D.O.T. CODE 238.367-010 GATE AGENT AIR TRANS	D.O.T. CODE 238.167-010 TRAVEL CLERK GOV. SER.	D.O.T. CODE 238.167-014 TRAVEL COUNSELOR AUTO CLUB	D.O.T. CODE 238.362-014 RESERVATION CLERK CLERICAL	# OF HOURS
UNIT XIII ENTREPRENEURSHIP													
A. The nature of a small business	X	X		X	X								
1. Develop a definition of small business	X	X		X	X			X			X	X	
2. Describe 2 reasons why small businesses are important	X	X		X	X			X			X	X	
3. List 3 advantages and disadvantages of operating a small business	X	X		X	X			X			X	X	
4. Identify characteristics of successful entrepreneurs	X	X		X	X			X			X	X	
B. A business plan	X	X		X	X								
1. Establish priorities and goals for a business	X	X		X	X			X			X	X	
2. Prepare a marketing strategy	X	X		X	X			X			X	X	
3. Develop a business plan	X	X		X	X			X			X	X	
C. Types of ownership and legal responsibilities	X	X		X	X								
1. Identify the proper legal form for business organizations	X	X		X	X			X			X	X	
2. Define a contract	X	X		X	X			X			X	X	
3. Comply with government regulations	X	X		X	X			X			X	X	
D. Your business	X	X		X	X								
1. Describe 3 techniques used in advertising for small business owners	X	X		X	X			X			X	X	
2. Demonstrate a successful sales presentation	X	X		X	X			X			X	X	H - 3
3. Explain 2 methods of pricing products and services	X	X		X	X			X			X	X	
E. Your own business	X	X		X	X								
1. Select a location for the business	X	X		X	X			X			X	X	
2. Obtain financial and technical assistance	X	X		X	X			X			X	X	

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B

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F. Financial records	X	X		X	X								
1. Identify the elements of a sound recordkeeping system	X	X		X	X			X			X	X	M - 3
2. Develop a system for payroll records	X	X		X	X			X			X	X	M 3
3. Identify basic policies to use for credit and collections	X	X		X	X			X			X	X	M 3
G Employer/employee relations	X	X		X	X								
1. Develop selection and hiring procedures	X	X		X	X						X	X	
2. Develop an employee compensation plan	X	X		X	X			X			X	X	C - 3
3. Describe an appropriate evaluation system	X	X		X	X			X			X	X	
H. Your business	X	X		X	X								
1. Identify the 3 types of insurance required by an entrepreneur	X	X		X	X			X			X		

PROGRAM: PASSENGER TRANSPORTATION - YEAR B	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS.. R.R. TRANS.	# OF HOURS
UNIT I: INTRODUCTION TO TOURISM												
A. Travel industry											X	
1. Recognize organization of transportation bus.	X	X	X	X	X	X	X	X	X	X	X	
2. Cite travel industry history	X	X	X	X	X	X	X	X	X	X	X	
3. Identify government agency function	X	X	X	X	X	X	X	X	X	X	X	
4. Describe airport facilities		X	X	X	X	X	X	X	X	X	X	
5. Describe travel agency facilities		X	X	X	X	X	X	X			X	
6. Describe bus depot/train station facilities	X	X	X	X	X	X	X				X	
7. Describe car rental/parking facilities		X	X	X	X	X	X		X	X	X	
8. Describe hotel facilities		X	X	X	X	X	X				X	
9. Describe convention/visitor bureaus		X	X	X	X	X	X				X	
10. Define the effects of deregulation	X	X	X	X	X	X	X				X	
B. Job opportunities in travel industry											X	
1. Identify airline occupations		X	X	X	X	X	X				X	
2. Identify travel agency occupations		X	X	X	X	X	X				X	
3. Identify bus/train company occupations	X	X	X	X	X	X	X				X	
4. Identify car rental/parking co. occupations		X	X	X	X	X	X		X	X	X	
5. Identify hotel, convention/visitor bureau occupations		X	X	X	X	X	X				X	
C. Geographical areas	X										X	
1. Identify the 7 continents	X	M X	X	X	X	X	X	X			X	
2. Identify major cities, international	X	X	X	X	X	X	X	X			X	
3. Identify the major bodies of water	X	X	X	X	X	X	X	X			X	
4. Identify the 50 states of the United States	X	X	X	X	X	X	X	X			X	
5. Identify major cities in North America		X	X	X	X	X	X	X			X	
D. Transportation codes and names											X	
1. Write the 50 2-letter state codes	X	X	X	X	X	X	X	X	X		X	
2. Decode 150 city/airport codes	X	X	X	X	X	X	X	X	X		X	
3. Code 150 city/airport names	X	X	X	X	X	X	X	X	X		X	
4. Decode air carrier codes	X	X	X	X	X	X	X	X	X		X	
5. Code air carrier names	X	X	X	X	X	X	X	X	X		X	
6. Translate airport names from cities & states	X	X	X	X	X	X	X	X	X		X	
7. Translate cities and states from airport names	X	X	X	X	X	X	X	X	X		X	

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PROGRAM: PASSENGER TRANSPORTATION - YEAR 8	D.O.T. CODE 238.367-026 RESERVATION CLERK R.P. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 239.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.P. TRANS.	# OF HOURS
E. Transportation terminology											X	
1. Define airline terminology		X	X			X					X	0.1
2. Define travel agency terminology		X	X			X					X	0.1
3. Define bus/train company terminology	X	X	X			X					X	0.1
4. Define car rental/parking company terminology		X	X			X					X	0.1
5. Define hotel, convention/visitor bureau term.		X	X			X					X	0.1
F. Time formats								X			X	0.1
1. Compute 24-hour clock time	X	X	X	X	X	X	X	X	X		X	0.5
2. Identify global time zones	X	X	X	X	X	X	X	X	X		X	
3. Compute Greenwich Mean Time	X	X	X	X	X	X	X		X		X	0.5
UNIT II VACATION LANDS												
A. Visiting Europe												
1. Describe the geography	X	X	X		X							
2. Describe the climate	X	X	X		X							
3. Describe the culture	X	X	X		X							
4. Describe the tourist attractions	X	X	X		X							
B. Visiting Africa												
1. Describe the geography	X	X	X		X							
2. Describe the climate	X	X	X		X							
3. Describe the culture	X	X	X		X							
4. Describe the tourist attractions	X	X	X		X							
C. Visiting Aisa												
1. Describe the geography	X	X	X		X							
2. Describe the climate	X	X	X		X							
3. Describe the culture	X	X	X		X							
4. Describe the tourist attractions	X	X	X		X							
D. Visiting Australia												
1. Describe the geography	X	X	X		X							
2. Describe the climate	X	X	X		X							
3. Describe the culture	X	X	X		X							
4. Describe the tourist attractions	X		X		X							
E. Visiting Hawaii and Alaska												
1. Describe the geography	X	X	X		X							
2. Describe the climate	X	X	X		X							
3. Describe the culture	X	X	X		X							
4. Describe the tourist attractions	X	X	X									

PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
UNIT III: TICKET AGENT (Airline)												
A. The role of an airline ticket agent												
1. Observe passenger check-in procedure		X	X		X	X	X					
2. Observe airport ticketing procedure		X	X		X	X	X					
3. Define customer service		X	X		X	X	X					
B. Identification of aircraft											X	
1. Identify a BAC-111		X	X	X	X	X	X	X			X	
2. Identify a DC-9		X	X	X	X	X	X	X			X	
3. Identify a Boeing 737		X	X	X	X	X	X	X			X	
4. Identify a Boeing 727		X	X	X	X	X	X	X			X	
5. Identify a Boeing 747		X	X	X	X	X	X	X			X	
6. Identify a L10-11		X	X	X	X	X	X	X			X	
7. Identify a DC-10		X	X	X	X	X	X	X			X	
8. Identify a Boeing 757		X	X	X	X	X	X	X			X	
9. Identify a Boeing 767		X	X	X	X	X	X	X			X	
10. Identify a Concord		X	X	X	X	X	X	X			X	
11. Identify an air bus		X	X	X	X	X	X	X			X	
12. Identify an MD-80		X	X	X	X	X	X	X			X	
C. Tickets												
1. Review preparation of a P.N.R.		X	X			X						
2. Decipher ticket entry codes		X	X			X						
3. Generate A.T.B. from P.N.R.		X	X			X						
4. Complete hand-written ticket		X	X			X						
5. Distribute ticket coupons	N	X	X			X						
6. Prepare a ticket sales report		X	X			X						
D. Boarding passes												11 3
1. Decipher boarding pass codes		X	X			X						
2. Generate A.T.B. boarding passes		X	X			X						

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.477-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
E. Air fares												
1. Enter fare quote statements into computer		X	X			X						M 2
2. Read fare quote displays		X	X			X						M 2
3. Quote fares to passengers		X	X			X						M - 2
4. Interpret fare rules		X	X			X						M - 2
5. Construct excursion fares		X	X			X						M - 5
6. Construct special passenger fares		X	X			X						M 5
7. Construct circle trip fares		X	X			X						M 5
8. Construct open jaw fares		X	X			X						M 5
9. Enter itinerary pricing statements into C.R.T.		X	X			X						M 1
10. Read itinerary pricing displays		X	X			X						M 1
11. Price itineraries		X	X			X						M 5
F. Form of payment techniques												
1. Demonstrate acceptance of cash and checks		X	X			X						M - 1
2. Demonstrate acceptance of credit cards		X	X			X						
3. Demonstrate acceptance of G.T.R.s		X	X			X						
4. Describe P.T.A.procedure		X	X			X						
5. Complete an M.C.O.		X	X			X						
G. Refunds, reissues and revalidation												
1. Compute a reissue with additional collection		X	X			X						M - 1
2. Compute a reissue with refund		X	X			X						M - 1
3. Issue a refund check		X	X			X						M - 1
4. Revalidate an A.T.E.		X	X			X						M - 1
5. Revalidate a boarding pass	M	X	X			X						
H. Customer service techniques												
1. Demonstrate giving flight information		X	X			X						C 1
2. Demonstrate giving gate information		X	X			X						C 1
3. Demonstrate a re-booking, voluntary		X	X			X						C - 1
4. Demonstrate a re-booking, involuntary		X	X			X						C - 1
I. Passenger ticketing services												
1. Ticket a time limit passenger		X	X			X						
2. Ticket a future booking		X	X			X						
3. Complete ticketing forms		X	X			X						
4. Ticket a passenger with connecting baggage		X	X			X						

PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 238.367-02[illegible] RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-0[illegible] TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
UNIT IV: GATE AGENT (Airline)												
A. The role of an airline gate agent												
1. Observe the airport gate check-in												C 1
2. Observe an airport control agent												C 1
3. Define check-in duties												C 2
B. Advanced boarding control procedures												
1. Complete a seat selection input												H 2
2. Complete a check-in input												H 2
3. Interpret boarding passes												
4. Make gate boarding announcements												C 5
C. Irregular boarding procedures												
1. Describe pre-boarding procedures												C - 2
2. Define irregularities												C 2
3. Describe over sale procedures												H 2, C 2
4. Describe disconnect procedures												H 2, C 2
D. Customer service techniques												
1. Role-play pre-boarding with transfers		X	X		X	X	X					C - 2
2. Role play an over sale		X	X		X	X	X					C - 2
3. Role-play a disconnect		X	X		X	X	X					C 1
UNIT V: TRAVEL AGENCY												
A. The role of a travel agency												
1. List types of agencies		X	X			X						
2. Draw an operational chart		H X	X			X						
3. Describe job functions		X	X			X						
B. Travel documents												
1. Prepare passenger tickets		X	X			X						
2. Prepare M.C.O.s		X	X			X						
3. Prepare tour orders		X	X			X						
4. Prepare prepaid ticket advices		X	X			X						
5. Prepare universal credit charge forms		X	X			X						
6. Prepare refund notices		X	X			X						
7. Prepare ticket exchange notices		X	X			X						
8. Prepare a sales report		X	X			X						H 3
9. Prepare extended routing slips		X	X			X						
10. Prepare revalidation stickers		X	X			X						

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATION AGENT AIR TRANS.	D.O.T. CODE 353.367-010 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.152-010 TRAVEL AGENT BUS TER., RET. TR.	D.O.T. CODE 352.377-010 HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.477-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
C. Airline guides, travel planners, hotel indexes												
1. Interpret airline guide flight information		X	X			X						C 1
2. Interpret travel planner city information		X	X			X						C 1
3. Interpret hotel information		X	X			X						C 1
D. Itineraries and cruises												
1. Interpret minimum connecting time		X	X			X						M 5
2. Construct 2 and 3 part connections		X	X			X						
3. Interpret cruise brochures		X	X			X						C 1
4. Make hotel reservations		X	X			X						C 1
E. Customer service techniques												
1. Describe cash/credit transactions		X	X			X						C 1
2. Describe ticket delivery		X	X			X						C 1
3. Take and relay messages		X	X			X						C 3
4. Demonstrate phone communication		X	X			X						C 3
5. Demonstrate procedures and handle walk-ins		X	X			X						C 3
F. Travel arrangement preparation												
1. Construct air travel trip		X	X			X						M 2
2. Construct land travel trip		X	X			X						M 2
3. Construct cruise trip		X	X			X						M 2
4. Construct combination trips		X	X			X						M 2
UNIT VI INTERNATIONAL TRAVEL PROCEDURES												
A. Computation of international fares												
1. Compute apex fare types	X	M X		X		X						M 2
2. Compute transborder taxes/charges	X	X		X		X						M - 2
3. Compute banker buyer rates	X	X		X		X						M - 2
4. Compute Alaskan/Hawaiian fares	X	X		X		X						M 2
5. Compute Canadian/Mexican fares	X	X		X		X						M 2
6. Compute cross Atlantic/Pacific fares	X	X		X		X						M 2
B. International ticket												
1. State apex rules and requirements	X	X		X		X						M 2
2. Construct fare ladders	X	X		X		X						M - 2
3. Interpret currency indicators	X	X		X		X						M - 2
4. Write excess baggage tickets	X	X		X		X						M - 2

PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	. CODE 8.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
C. Travel documents preparation												
1. Complete proof of citizenship forms	X	X		X		X						
2. Complete an application for a passport	X	X		X		X						
3. Complete an application for a visa	X	X		X		X						
D. State customs regulations												
1. Identify health requirement	X	X		X								
2. Describe airport departure procedure	X	X		X		X						
3. Describe airport arrival procedures	X	X		X		X						
4. Identify transborder taxes	X	X		X		X						N - [illegible]
5. Identify personal security systems	X	X		X		X						
E. Ground transportation regulations												
1. Identify procedures for driving in a foreign country	X	X		X		X						
2. Identify procedures for busing in a foreign country	X	X		X		X						
3. Identify procedures for tain transportation in a foreign country	X	X		X		X						
4. Identify procedures for water transportation in a foreign country	X	X		X		X						
F. Foreign Currencies												
1. Define bank procedures	X	X		X		X						N - 5
2. Compute exchange rates	X	X		X		X						N - 5
UNIT VII: FLEET SERVICE												
A. The role of a cargo agent		H										
1. Define the job of a cargo sales agent										X		
2. Define the job of a cargo fleet service agent										X		
3. Describe air cargo services										X		
4. Define air cargo terminology										X		
B. Airway bills												
1. Identify the parts of an airway bill										X		[illegible]
2. Identify airway envelope procedure										X		
3. Describe distribution of airway bill parts										X		
4. Describe use of special tags										X		

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT AM. INC.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
C. Air cargo fees												
1. Compute gross weight charges										X		C 1
2. Compute dimensional weight charges										X		N 2
3. Compute exception ratings										X		N 2
4. Compute excess valuation charges										X		M 2
5. Compute pick-up and delivery charges										X		N - 2
D. Air cargo handling procedures												
1. List F.D.A. regulations										X		
2. Describe cargo loading										X		
3. State restricted articles regulations										X		
E. Air cargo transactions												
1. Role-play customer interaction											X	C 3
2. Weigh and measure packages											X	M 2
3. Label and tag packages											X	
F. The role of an airline ramp agent											X	
1. Define fleet service operation				X								
2. Define an A.B.R.				X								
3. Define a nose-loader				X								
G. Hartford ramp safety program												
1. View ramp safety film, Part 2, Section I				X								
2. List 12 basic ramp safety rules				X								
3. View slide/tape presentations				X								
4. Complete slide/tape questionnaire				X								
5. View sample driving commentary	M			X								
6. Complete student narrator commentary				X								
7. Complete safety test												
H. Ramp safety book												
1. Define personal safety rules				X								
2. Identify aircraft precaution areas				X								
3. Identify ground support equipment				X								
4. Recognize/demonstrate ramp hand signals				X								
5. Draw DC-9 equipment placing chart				X								
I. Aircraft familiarization chart												
1. Create chart for 7 aircraft				X								
2. List descriptive units for each aircraft				X								
3. List special equipment characteristics for each aircraft				X								

PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 2[illegible]5.4[illegible] AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
J. Ramp operation												
1. Visit load control room				X								1
2. Visit operations tower				X								C - 1
3. Identify all aircraft				X								
4. Identify all ground equipment				X								
K. The role of an operations/load control agent												
1. Describe relationship between customer service and fleet service departments				X								H - 2
2. Describe theory of flight as related to 4 forces				X								H - 3
3. Describe federal qualifications test				X								
L. Airline communications system												
1. List radio operations procedures				X								C - 2
2. List telephone techniques				X								C - 2
3. List phone patch operations				X								C - 2
M. Departure control activities												
1. Identify station readiness procedures				X								C - 1
2. Interpret field conditions reports				X								1
3. Read departure control prompt sheets				X								1
N. Weather reports												
1. Read and complete Basic Weather booklet				X								H - 3
2. Read and complete Computerized Weather booklet				X								H - 2
3. Complete Weather Eagle lesson				X								H - 2
O. Take-off weights	M											
1. Read and complete Penalizing Runway Conditions booklet				X								
2. Interpret flight release form				X								H - 1
3. Read & complete Manual Take-off Weight booklet				X								H - 5
4. Complete airport analysis				X								H - 1
5. Compute runway determination				X								H - 2
6. Compute MTOW interpolation				X								H - 2
7. Compute MTOW wind correction/fuel burn				X								H - 5
P. Weight and balance												
1. Read and complete Manual Computation of Weight and Balance booklet				X								H - 3
2. Complete manual weight and balance forms				X								H - 5

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 238.367-025 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.467-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
UNIT VIII: SPEECH												
A. A favorable first impression												
1. Wear appropriate clothing and grooming	X	X	X		X	X	X		X	X	X	C - 1
2. Demonstrate good posture and carriage	X	X	X		X	X	X		X	X	X	C - 1
3. Display pleasant facial expressions	X	X	X		X	X	X		X	X	X	C - 1
4. Show good manners	X	X	X		X	X	X		X	X	X	C - 1
5. Avoid distracting mannerism	X	X	X		X	X	X		X	X	X	C - 1
B. Good delivery techniques												
1. Display good voice quality	X	X	X		X	X	X		X	X	X	C - 1
2. Display good enunciation	X	X	X		X	X	X		X	X	X	C - 1
3. Display good pronunciation	X	X	X		X	X	X		X	X	X	C - 2
C. A speech												
1. Determine purpose and topic of speech	X	X	X		X	X	X		X	X	X	C - 1
2. Collect and organize materials	X	X	X		X	X	X		X	X	X	C - 1
3. Write an outline	X	X	X		X	X	X		X	X	X	C - 1
4. Prepare notes	X	X	X		X	X	X		X	X	X	C - 1
D. A speech												
1. Arouse and hold interest of audience	X	X	X		X	X	X		X	X	X	C - 1
2. Make proper use of notes	X	X	X		X	X	X		X	X	X	C - 1
3. Display confidence	X	X	X		X	X	X		X	X	X	C - 1
4. Maintain proper head and eye position	X	X	X		X	X	X		X	X	X	C - 1
5. Make proper use of body language	X	X	X		X	X	X		X	X	X	C - 1
6. Observe audience reaction	X	X	X		X	X	X		X	X	X	C - 1
7. Speak for allotted time	X	M X	X		X	X	X		X	X	X	C - 1
UNIT IX: CUSTOMER RELATIONS												
A. Customer types												
1. Describe care of the first time traveler	X	X	X		X	X	X		X	X	X	H 1, C - 1
2. Describe care of the demanding customer	X	X	X		X	X	X		X	X	X	H 1, C - 1
3. Describe care of the fearful customer	X	X	X		X	X	X		X	X	X	H 1, C - 1
4. Describe care of the irate customer	X	X	X		X	X			X	X	X	H 1, C - 1

PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
B. Oral communications skills												
1. Demonstrate interaction with good manners	X	X	X		X	X	X	X	X	X	X	C - 2
2. Role-play a courteous greeting	X	X	X		X	X	X	X	X	X	X	C - 2
3. Role-play a polite dismissal	X	X	X		X	X	X	X	X	X	X	C - 2
4. Demonstrate tactful interaction in stressful situations	X	X	X		X	X	X	X	X	X	X	C - 2
5. Speak with elimination of improper words and phrases	X	X	X		X	X	X	X	X	X	X	C - 2
C. Body language												
1. Display good eye contact during interaction	X	X	X		X	X	X	X	X	X	X	C - 2
2. Display good facial expressions during interaction	X	X	X		X	X	X	X	X	X	X	C - 2
3. Demonstrate a handshake	X	X	X		X	X	X	X	X	X	X	C - 2
4. Recognize and perform body language cues	X	X	X		X	X	X	X	X	X	X	C - 2
D. Customer service techniques												
1. Do illustration of making a good first impression	X	X	X		X	X	X	X	X	X	X	H - 2
2. Do illustration of setting a company image	X	X	X		X	X	X	X	X	X	X	H - 2
3. Do illustration of use of tone of voice	X	X	X		X	X	X	X	X	X	X	H - 2
4. Do illustration of display of positive attitude	X	X	X		X	X	X	X	X	X	X	H - 2
5. In a demonstration, compliment the customer	X	X	X		X	X	X	X	X	X	X	H - 2
6. In a demonstration, avoid arguments and conflicts with customers and co-workers	X	X M	X		X	X	X	X	X	X	X	H - 2
UNIT V: PROFESSIONAL DEVELOPMENT												
A. Good personal hygiene practices												
1. Observe "Personal Hygiene" file	X	X	X		X	X	X	X	X	X	X	H - 1
2. Complete USAir Professional Grooming booklet	X	X	X		X	X	X	X	X	X	X	H - 1
B. Proper skin care techniques												
1. Observe a skin care demonstration	X	X	X		X	X	X	X	X	X	X	H - 1
2. Do test application of skin care preparations	X	X	X		X	X	X	X	X	X	X	H - 1
3. Discuss skin care problems with professional	X	X	X		X	X	X	X	X	X	X	H - 1
C. Proper hair care techniques												
1. Observe a hair care demonstration	X	X	X	X	X	X	X	X	X	X	X	C - 1
2. Do test application of hair care preparations	X	X	X	X	X	X	X	X	X	X	X	C - 1
3. Discuss hair care problems with professional	X	X	X	X	X	X	X	X	X	X	X	C - 1
4. Describe business-like hair styles	X	X	X	X	X	X	X		X	X	X	

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 239.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 352.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
D. Professional make-up techniques												
1. Observe a professional make-up application	X	X	X	X	X	X	X	X	X	X	X	C 1
2. Do test application of make-up preparations	X	X	X	X	X	X	X	X	X	X	X	C 1
3. Discuss make-up techniques with professional	X	X	X	X	X	X	X	X	X	X	X	C 1
4. Describe business-like make-up applications	X	X	X	X	X	X	X	X	X	X	X	C 1
E. Good posture												
1. Demonstrate correct sitting posture	X	X	X	X	X	X	X	X	X	X	X	C 2
2. Demonstrate correct standing posture	X	X	X	X	X	X	X	X	X	X	X	
3. Demonstrate correct lifting procedure	X	X	X	X	X	X	X	X	X	X	X	
4. Describe exercises to promote good posture	X	X	X	X	X	X	X	X	X	X	X	
F. Proper diet habits												
1. List daily food requirements	X	X	X	X	X	X	X	X	X	X	X	C 2
2. Describe safe sodium, fat, chlolesterol, calorie intake levels	X	X	X	X	X	X	X	X	X	X	X	
3. Interpret food package labels	X	X	X	X	X	X	X	X	X	X	X	
4. Describe weight control plans	X	X	X	X	X	X	X	X	X	X	X	
5. Describe effects of exercise on diet & health	X	X	X	X	X	X	X	X	X	X	X	
6. Prepare fitness program of diet & exercise	X	X	X	X	X	X	X	X	X	X	X	
G. A professional manicure												
1. Observe a manicure demonstration	X	X	X	X	X	X	X	X	X	X	X	
2. Do test application of manicure preparations	X		X	X	X	X	X	X	X	X	X	
3. Observe a nail tip application	X	X	X	X	X	X	X	X	X	X	X	
4. Describe a business-like manicure	X	X	X	X	X	X	X	X	X	X	X	
H. A professional dress code												
1. Purchase dress code requirements	X	X	X	X	X	X	X	X	X	X	X	
2. Wear items listed in dress code requirements	X	X	X	X	X	X	X	X	X	X	X	
3. Care for clothing and accessories required	X	X	X	X	X	X	X	X	X	X	X	
UNIT XI: COMPUTER SKILLS												
A. Basic computer literacy skills												
1. Define computer terminology	X	X	X	X	X	X	X		X	X	X	H 2
2. Boot-up computer	X	X	X	X	X	X	X		X	X	X	H 1
3. Demonstrate disk management skills	X	X	X	X	X	X	X		X	X	X	H 2
4. Practice safe care of unit	X	X	X	X	X	X	X		X	X	X	H 2
B. A computer keyboard												
1. Demonstrate use of function keys	X	X	X	X	X	X	X		X	X	X	H 2
2. Demonstrate use of letter keys	X	X	X	X	X	X	X		X	X	X	H 2
3. Demonstrate use of number keys	X	X	X	X	X	X	X		X	X	X	H 2

PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT ANY INC.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
C. Typing skills											X	
1. Boot-up typing program	X	X	X	X	X	X	X	X	X	X	X	
2. Type as directed in typing lessons	X	X	X	X	X	X	X	X	X	X	X	
D. Basic word processing techniques											X	
1. Complete word processing program	X	X	X	X	X	X	X	X	X	X	X	H - 2
2. Create letters using Word Perfect	X	X	X	X	X	X	X	X	X	X	X	H - 2
UNIT VII: JOB SEARCH												
A. A job hunting system											X	
1. Define Martin's Magic Formula	X	X	X	X	X	X	X	X	X	X	X	
2. Define networking	X	X	X	X	X	X	X	X	X	X	X	
3. Demonstrate job search techniques	X	X	X	X	X	X	X	X	X	X	X	
B. A cover letter											X	
1. Describe a business letter form	X	X	X	X	X	X	X	X	X	X	X	C - 1
2. Prepare required cover letter contents	X	X	X	X	X	X	X	X	X	X	X	C - 1
3. Complete cover letter using Word Perfect	X	X	X	X	X	X	X	X	X	X	X	C - 1
C. A resume											X	
1. Describe resume forms	X	X	X	X	X	X	X	X	X	X	X	C - 1
2. List employment data	X	X	X	X	X	X	X	X	X	X	X	C - 1
3. List education data	X	X	X	X	X	X	X	X	X	X	X	C - 1
4. List competencies	X	X	X	X	X	X	X	X	X	X	X	C - 1
5. Complete a resume using Word Perfect	X	X	X	X	X	X	X	X	X	X	X	C - 1
D. An application											X	
1. Define the parts of an application	X	M X	X	X	X	X	X	X	X	X	X	
2. Describe application procedure	X	X	X	X	X	X	X	X	X	X	X	
3 Prepare required data	X	X	X	X	X	X	X	X	X	X	X	
4. Fill out an application by hand	X	X	X	X	X	X	X	X	X	X	X	
E. An interview											X	
1. Prepare clothing for an interview	X	X	X	X	X	X	X	X	X	X	X	
2. Prepare make-up and hair for an interview	X	X	X	X	X	X	X	X	X	X	X	
3. Demonstrate a greeting	X	X	X	X	X	X	X	X	X	X	X	
4. Demonstrate physical & emotional requirements	X	X	X	X	X	X	X	X	X	X	X	C - 1
5. Rehearse questions and answers	X	X	X	X	X	X	X	X	X	X	X	C - 2
6. Complete a mock interview	X	X	X	X	X	X	X	X	X	X	X	C - 1

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PROGRAM: PASSENGER TRANSPORTATION - YEAR B	D.O.T. CODE 238.367-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 238.367-026 TICKET AGENT AIR T.C.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 352.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 275.477-010 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
UNIT XIII ENTREPRENEURSHIP												
A. The nature of a small business												
1. Develop a definition of small business	X	X	X			X			X	X	X	
2. Describe 2 reasons why small businesses are important	X	X	X			X			X	X	X	
3. List 3 advantages and disadvantages of operating a small business	X	X	X			X			X	X	X	
4. Identify characteristics of successful entrepreneurs	X	X	X			X			X	X	X	
B. A business plan												
1. Establish priorities and goals for a business	X	X	X			X			X	X	X	
2. Prepare a marketing strategy	X	X	X			X			X	X	X	
3. Develop a business plan	X	X	X			X			X	X		
C. Types of ownership and legal responsibilities												
1. Identify the proper legal form for business organizations	X	X	X			X			X	X	X	
2. Define a contract	X	X	X			X			X	X	X	
3. Comply with government regulations	X	X	X			X			X	X	X	
D. Your business												
1. Describe 3 techniques used in advertising for small business owners	X		X			X			X	X	X	
2. Demonstrate a successful sales presentation	X	X	X			X			X	X	X	4 3
3. Explain 2 methods of pricing products and services	X	X	X			X			X	X	X	
E. Your own business		H										
1. Select a location for the business	X	X	X			X			X	X	X	
2. Obtain financial and technical assistance	X	X	X			X			X	X	X	

PROGRAM: PASSENGER TRANSPORTATION - YEAR B

	D.O.T. CODE 238.267-026 RESERVATION CLERK R.R. TRANS.	D.O.T. CODE 233.367-025 TICKET AGENT ANY IND.	D.O.T. CODE 238.367-030 TRAVEL CLERK HOTEL AND RESTAURANT	D.O.T. CODE 912.367-014 TRANSPORTATN AGENT AIR TRANS.	D.O.T. CODE 353.367-014 AIRPORT GUIDE AIR TRANS.	D.O.T. CODE 252.157-010 TRAVEL AGENT BUS SER., RET. TR.	D.O.T. CODE 352.377-010 HOST/HOSTESS GROUND AIR TRANS.	D.O.T. CODE 357.677-010 SKYCAP AIR TRANS.	D.O.T. CODE 295.477-01 AUTOMOBILE RENTAL CLERK MOTOR TRANS.	D.O.T. CODE 915.473-010 PARKING LOT ATTENDANT MOTOR TRANS.	D.O.T. CODE 252.257-010 TRAFFIC AGENT AIR TRANS., R.R. TRANS.	# OF HOURS
F. Financial records												
1. Identify the elements of a sound recordkeeping system	X	X	X			X			X	X	X	[illegible] 3
2. Develop a system for payroll records	X	X	X			X			X	X	X	[illegible] 3
3. Identify basic ploicies to use for credit and collections	X	X	X			X			X	X	X	[illegible] 3
G. Employer/employee relations												
1. Develop selection and hiring procedures	X	X	X			X			X	X	X	
2. Develop an employee compensation plan	X	X	X			X			X	X	X	[illegible]
3. Describe an appropriate evaluation system	X	X	X			X			X	X	X	
H. Your business												
1. Identify the 3 types of insurance required by an entrepreneur	X	X	X			X			X	X	X	

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PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL -- YEAR A

CIP CODE 08.1101

STUDENT COMPETENCY RATING SHEET

RATING SCALE

4 Skilled-can perform independently with no additional training

3 Moderately skilled-has performed independently during training program, limited additional training may be required

2 Limited practice-has practiced during training program, additional training is required to develop skill

1 Exposure only-general information provided with no practice time, close supervision needed and additional training required

0 No exposure-no information nor practice provided during training program, complete training required

STUDENT NAME: ____________________ INSTRUCTOR: __________________

DATE: ____________________________

I INTRODUCTION TO TRAVEL

4	3	2	1	0	A.	Travel industry
4	3	2	1	0	B.	Job opportunities in travel industry
4	3	2	1	0	C.	Geographical areas
4	3	2	1	0	D.	Transportation codes and names
4	3	2	1	0	E.	Transportation terminology
4	3	2	1	0	F.	Time formats

II VACATION LANDS

4	3	2	1	0	A.	The continental United States
4	3	2	1	0	B.	Canada
4	3	2	1	0	C.	Mexico
4	3	2	1	0	D.	South America
4	3	2	1	0	E.	Caribbean and Bermuda

STUDENT NAME: ____________________ INSTRUCTOR: ________________

III RESERVATIONS

4	3	2	1	0	A.	The role of an airline reservations sales agent
4	3	2	1	0	B.	Identification of aircraft
4	3	2	1	0	C.	Utilization of CRT to prepare a PNR
4	3	2	1	0	D.	Computation of air fares
4	3	2	1	0	E.	Completion of seat section
4	3	2	1	0	F.	Customer service techniques by telephone
4	3	2	1	0	G.	Reservations sales

IV SPECIAL ASSISTANCE REPRESENTATIVE

4	3	2	1	0	A.	The role of a special assistance representative
4	3	2	1	0	B.	Major airports
4	3	2	1	0	C.	RAP messages
4	3	2	1	0	D.	Procedures for serving the handicapped
4	3	2	1	0	E.	Procedures for serving U.N.A.C.'s
4	3	2	1	0	F.	Special assistance transfers

V BAGGAGE

4	3	2	1	0	A.	Baggage service operations
4	3	2	1	0	B.	Role of sky cap
4	3	2	1	0	C.	Role of airline baggage attendants
4	3	2	1	0	D.	Baggage checking procedures
4	3	2	1	0	E.	Baggage tracking procedures
4	3	2	1	0	F.	Baggage handling procedures

VI MARKETING

4	3	2	1	0	A.	The elements of marketing
4	3	2	1	0	B.	Advertising techniques
4	3	2	1	0	C.	Sales techniques
4	3	2	1	0	D.	Public relations procedures
4	3	2	1	0	E.	Brochures
4	3	2	1	0	F.	Media techniques

VII HOTEL RENTAL

4	3	2	1	0	A.	The history, nature and growth of hospitality industry
4	3	2	1	0	B.	Career opportunities in hospitality industry
4	3	2	1	0	C.	Types of operations
4	3	2	1	0	D.	Hotel departments
4	3	2	1	0	E.	Layout and design of facilities
4	3	2	1	0	F.	Guest service duties

STUDENT NAME: ____________________ INSTRUCTOR: ____________________

VIII FLIGHT ATTENDANT

4 3 2 1 0 A. The role of an airline flight attendant
4 3 2 1 0 B. The theory of flight
4 3 2 1 0 C. Announcements and demonstrations
4 3 2 1 0 D. Flight attendant duties
4 3 2 1 0 E. Food service procedures
4 3 2 1 0 F. Emergency procedures
4 3 2 1 0 G. In-flight procedures
4 3 2 1 0 H. A first aid course

IX CUSTOMER RELATIONS

4 3 2 1 0 A. Customer types
4 3 2 1 0 B. Oral communications skills
4 3 2 1 0 C. Body language
4 3 2 1 0 D. Customer service techniques

X PROFESSIONAL DEVELOPMENT

4 3 2 1 0 A. Good personal hygiene practices
4 3 2 1 0 B. Proper skin care techniques
4 3 2 1 0 C. Proper hair care techniques
4 3 2 1 0 D. Professional make-up techniques
4 3 2 1 0 E. Good posture
4 3 2 1 0 F. Proper diet habits
4 3 2 1 0 G. A professional manicure
4 3 2 1 0 H. A professional dress code

XI COMPUTER SKILLS

4 3 2 1 0 A. Basic computer literacy skills
4 3 2 1 0 B. A computer keyboard
4 3 2 1 0 C. Typing skills
4 3 2 1 0 D. Basic word processing techniques

XII JOB SEARCH

4 3 2 1 0 A. A job hunting system
4 3 2 1 0 B. A cover letter
4 3 2 1 0 C. A resume
4 3 2 1 0 D. An application
4 3 2 1 0 E. An interview

STUDENT NAME: ____________________ INSTRUCTOR: ________________

XIII JOB SURVIVAL SKILLS

4 3 2 1 0 A. Required office etiquette
4 3 2 1 0 B. Business communications skills
4 3 2 1 0 C. Good work habits
4 3 2 1 0 D. A positive self-image
4 3 2 1 0 E. Assertiveness
4 3 2 1 0 F. Stress management techniques

ATTITUDINAL COMPETENCIES

4 3 2 1 0 A. Works carefully and observes safety rules
4 3 2 1 0 B. Works steadily and consistently
4 3 2 1 0 C. Is dependable and punctual
4 3 2 1 0 D. Shows initiative in approaching tasks
4 3 2 1 0 E. Enters class prepared to work
4 3 2 1 0 F. Presents a clean, neat appearance
4 3 2 1 0 G. Cooperates with instructor and other students
4 3 2 1 0 H. Exhibits leadership skills
4 3 2 1 0 I. Communicates well in speaking and writing
4 3 2 1 0 J. Shows respect for tools and materials
4 3 2 1 0 K. Takes pride in his/her work
4 3 2 1 0 L. Adjusts to varying situations
4 3 2 1 0 M. Is honest and trustworthy
4 3 2 1 0 N. Shows self-control

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL -- YEAR B

CIP CODE 08.1101

STUDENT COMPETENCY RATING SHEET

RATING SCALE

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STUDENT NAME: ______________________ INSTRUCTOR: __________________

DATE: ______________________________

I INTRODUCTION TO TOURISM

4	3	2	1	0	A.	Travel industry
4	3	2	1	0	B.	Job opportunities in travel industry
4	3	2	1	0	C.	Geographical areas
4	3	2	1	0	D.	Transportation codes and names
4	3	2	1	0	E.	Transportation terminology
4	3	2	1	0	F.	Time formats

II VACATION LANDS

4	3	2	1	0	A.	Visiting Europe
4	3	2	1	0	B.	Visiting Africa
4	3	2	1	0	C.	Visiting Asia
4	3	2	1	0	D.	Visiting Australia
4	3	2	1	0	E.	Visiting Hawaii and Alaska

STUDENT NAME: ____________________ INSTRUCTOR: ____________________

III TICKET AGENT (Airline)

4	3	2	1	0	A.	The role of an airline ticket agent
4	3	2	1	0	B.	Identification of aircraft
4	3	2	1	0	C.	Tickets
4	3	2	1	0	D.	Boarding passes
4	3	2	1	0	E.	Air fares
4	3	2	1	0	F.	Form of payment techniques
4	3	2	1	0	G.	Refunds, reissues and revalidation
4	3	2	1	0	H.	Customer service techniques
4	3	2	1	0	I.	Passenger ticketing services

IV GATE AGENT (Airline)

4	3	2	1	0	A.	The role of an airline gate agent
4	3	2	1	0	B.	Advanced boarding control procedures
4	3	2	1	0	C.	Irregular boarding procedures
4	3	2	1	0	D.	Customer service techniques

V TRAVEL AGENCY

4	3	2	1	0	A.	The role of a travel agency
4	3	2	1	0	B.	Travel documents
4	3	2	1	0	C.	Airline guides, travel planners, hotel indexes
4	3	2	1	0	D.	Itineraries and cruises
4	3	2	1	0	E.	Customer service techniques
4	3	2	1	0	F.	Travel arrangement preparation

VI INTERNATIONAL TRAVEL PROCEDURES

4	3	2	1	0	A.	Computation of international fares
4	3	2	1	0	B.	International tickets
4	3	2	1	0	C.	Travel documents preparation
4	3	2	1	0	D.	State Customs regulations
4	3	2	1	0	E.	Ground transportation regulations
4	3	2	1	0	F.	Foreign Currencies

VII FLEET SERVICE

4	3	2	1	0	A.	The role of a cargo agent
4	3	2	1	0	B.	Airway bills
4	3	2	1	0	C.	Air cargo fees
4	3	2	1	0	D.	Air cargo handling procedures
4	3	2	1	0	E.	Air cargo transactions
4	3	2	1	0	F.	The role of an airline ramp agent
4	3	2	1	0	G.	Hartford ramp safety program
4	3	2	1	0	H.	Ramp safety book
4	3	2	1	0	I.	Aircraft familiarization chart
4	3	2	1	0	J.	Ramp operation

STUDENT NAME: ______________________ INSTRUCTOR: __________________

4 3 2 1 0 K. The role of an operations/load control agent
4 3 2 1 0 L. Airline communications system
4 3 2 1 0 M. Departure control activities
4 3 2 1 0 N. Weather reports
4 3 2 1 0 O. Take-off weights
4 3 2 1 0 P. Weight and balance

VIII SPEECH

4 3 2 1 0 A. A favorable first impression
4 3 2 1 0 B. Good delivery techniques
4 3 2 1 0 C. A speech
4 3 2 1 0 D. A speech

IX CUSTOMER RELATIONS

4 3 2 1 0 A. Customer types
3 2 1 0 B. Oral communications skills
4 3 2 1 0 C. Body language
4 3 2 1 0 D. Customer service techniques

X PROFESSIONAL DEVELOPMENT

4 3 2 1 0 A. Good personal hygiene practices
4 3 2 1 0 B. Appropriate skin care techniques
4 3 2 1 0 C. Appropriate hair care techniques
4 3 2 1 0 D. Appropriate make-up techniques
4 3 2 1 0 E. Good posture
4 3 2 1 0 F. Proper diet habits
3 2 1 0 G. A professional manicure
3 2 1 0 H. A professional dress code

XI COMPUTER SKILLS

4 3 2 1 0 A. Basic computer literacy skills
4 3 2 1 0 B. A computer keyboard
4 3 2 1 0 C. Typing skills
4 3 2 1 0 D. Basic word processing techniques

XII JOB SEARCH

4 3 2 1 0 A. A job hunting system
4 3 2 1 0 B. Cover letter preparation
4 3 2 1 0 C. Resume preparation
4 3 2 1 0 D. Completion of applications
4 3 2 1 0 E. Interviews

STUDENT NAME: ______________________ INSTRUCTOR: ____________________

XIII ENTREPRENEURSHIP

4 3 2 1 0 A. The nature of a small business
4 3 2 1 0 B. A business plan
4 3 2 1 0 C. Types of ownership and legal responsibilities
4 3 2 1 0 D. Your business
4 3 2 1 0 E. Your own business
4 3 2 1 0 F. Financial records
4 3 2 1 0 G. Employer/employee relations
4 3 2 1 0 H. Your business

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL
PASSENGER TRANSPORTATION AND TRAVEL

THE KEYS TO SUCCESS

Following is a list of professional standards and requirements that are carried out in all classrooms by every airline trainee. As students in the Passenger Transportation program, you should accept them as your personal responsibilities. When you do, they will be the keys to your success!

I, ____, have the following goals;

1. To maintain a good attendance record.
2. To be on time.
3. To come to class prepared.
4. To keep an up-to-date, orderly manual.
5. To be properly attired and well groomed.
6. To prepare neat and complete assignments on time.
7. To be attentive and industrious.
8. To display a positive attitude.
9. To be respectful to students and teachers.
10. To participate in discussions and projects.
11. To keep the classroom in order.
12. To follow the rules and regulations of the class and the learning facility.
13. To practice good grammar.
14. To take all tests with honesty.
15. To do all required demonstrations.
16. To observe safety rules.
17. To not chew gum in class.
18. To not eat or drink in class.
19. To not display disruptive behavior.
20. To strive for my goals by commitment of my time and energy.

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL

THE FIVE A's

1. Ability 2. Aptitude 3. Appearance 4. Attitude
5. Attendance

A memo from the company to the personnel department:

THE NEW EMPLOYEE

Know who you're hiring. The job of controlling attendance begins with the hiring of personnel. A prospective employee may have abundant technical qualifications for the job - but if he/she obviously is not to be relied on for a good, conscientious effort, then all the technical skill in the world won't get the job done, or get it done properly, or when it's supposed to be done.

This means that we must know whom we're hiring. There always are records available - school records, records of previous employment. And there is the applicant, himself/herself. Together, they tell a revealing story about the man, or the woman, you're considering for employment. Don't buy a bad risk.

After hiring, during the probationary period of a new employee, the supervisor should closely observe any tendency toward unsatisfactory attendance. If a probationer's attendance habits or attitude suggest he/she will not be dependable, he/she should be released before the probationary period ends. Probationary employees may be terminated without prior warning or notice.

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL

GRADES

Grades will be determined according to:

Test results and performance of demonstrations	75%
Professionalism (250 points)	25%

Professionalism points are earned at a rate of 5 per day for:

1. Punctuality.
2. Uniform.
3. Preparation for class including having materials, a properly maintained manual and any homework.
4. Positive classroom participation.
5. Respect for safety rules and well-being of the teacher and other students.

During the 45 days in each grading period, at 5 points per day, 225 points will be earned. The remaining 25 points will be earned by completing special assignments and computer lessons.

As a special element in the Passenger Transportation program, extra points may be earned, to a maximum of 50 during each grading period. They are for:

1. news items, neatly cut and posted . . . . 1 point each
2. items from airlines or travel agencies (schedules, ticket receipts, bag tags, etc.) . . . . 1 point each
3. reports about aviation, airlines, airports, aviators or travel,including the USAir NEWS. . . . . 1 point per 100 words
4. art projects which will be displayed, such as a drawing,s a painting, a model, a chart, a poster, etc. . . points to be determined by inspection
5. participation in special events including Open House, mall presentations and business trade fairs. . . . . 1 point per hour
6. special projects. . . . . points to be determined by inspection

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

Grade Requirements

PASSENGER TRANSPORTATION AND TRAVEL

GRADES

Grades are issued to the home school every nine weeks. They are included in the student's report card Quality Point Average (Q.P.A.). In order to assure that grades accurately reflect the student's progress, the following procedure is used:

First Quarter Grade -	An Average of all grades during the first quarter
Second Quarter Grade -	An Average of all grades during the second quarter
First Semester Grade -	An Average of first and second quarter grades
Third Quarter Grade -	An Average of all grades during the third quarter
Fourth Quarter Grade -	An Average of all grades during the fourth quarter
Second Semester Grade -	An Average of third and fourth quarter grades
FINAL GRADE -	**AN AVERAGE OF FIRST, SECOND, THIRD AND FOURTH QUARTER GRADES**

The following grading scale is used to determine letter grades at Parkway West School:

Letter Grade	Percent
A	93 - 100
B	85 - 92
C	75 - 84
D	66 - 74
F	Below 66
I	Incomplete

CLASS MAKE-UP WORK

When a student is absent from Parkway West School, it is the student's responsibility to complete all required assignments or tests. A deadline for make-up work will be determined by the teacher. Failure to make up the work will result in a zero for that assignment.

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL

DRESS FOR SUCCESS

Because a well-groomed appearance is an essential part of becoming a member of the travel business, the Passenger Transportation class students must practice a conservative business dress code. High standards have been established for airlines, travel agencies, hotel and tour companies and other facilities where you will be seeking a job. Because your class will be visited in your room at Parkway West and you will be observed by prospective employers when making 50 trips to their places of business, a uniform will be worn. Credit for class work will not be given on any day that the uniform is not complete. The uniform will resemble the airline training uniform and will be worn daily just as is required of all airline employees (except reservation agents). The class will be positive, if everyone does his/her part. Note:

The uniform must not be soiled or unkempt.
The uniform must be in good repair.
Hose must not have runs or large snags (bring a spare pair).

Wearing radical hairstyles or extreme use of make-up and jewelry are greatly discouraged, as they distract from the conservative business style.

Remember:

1. Every day you are marketing yourself and your class.
2. The people looking at you will be influenced by what they see.
3. First impressions are lasting; make it positive!

THE UNIFORM

Females:
- a navy blue or black skirt
- a white or off-white blouse
- a neutral shade of hose, not patterns
- dark shoes with heels
- a sweater or jacket may be worn during winter months
- a blazer jacket is recommended for trips

Males:
- navy blue or black slacks, not jeans
- a white or off-white shirt
- dark socks
- dark shoes, not tennis shoes
- a sweater or jacket may be worn during winter months
- a suit-type jacket and tie is recommended for trips

Uniform pieces will be purchased during the first week of class. Keep your receipts and bring the clothing to class for approval no later than the deadline date that is established for your class.

PARKWAY WEST AREA VOCATIONAL-TECHNICAL SCHOOL

PASSENGER TRANSPORTATION AND TRAVEL

INSTRUCTOR OBJECTIVES

Following is a list of professional standards and objectives that are maintained in the classroom by airline instructors. As a teacher of the Passenger Transportation program, I will accept them as my responsibilities.

I, ______________________________

1. Will be punctual.
2. Will maintain an instructor's dress code.
3. Will have a planned lesson for each day.
4. Will teach only what is important and up-to-date.
5. Will not give unannounced tests or exams with trick questions.
6. Will grade all tests and demonstrations quickly and return them for inspection.
7. Will give grades fairly.
8. Will maintain a safe environment.
9. Will be consistant in providing rewards and consequences.
10. Will provide help for student job search.

PROGRAM Passenger Transportation

TEACHER Carol Lininger

TEXTBOOKS

The following textbooks are used in your program. Each student is provided with a copy.

* Official Airline Guide

AUTHOR	TEXTBOOK	EDITION (YEAR)	PUBLISHING COMPANY
* O.A.G.	O.A.G. North American Edition	1989	Official Airline Guide
O.A.G.	O.A.G. World Wide Edition	1989	Official Airline Guide
O.A.G.	Travel Planner No. American	1989	Official Airline Guide
O.A.G.	World Wide Cruise and Shipline Guide	1989	Official Airline Guide
O.A.G.	Air Cargo Guide	1989	Official Airline Guide
Murdock Magazine	Hotel and Travel Index	1989	Murdock Magazines

PROGRAM Passenger Transportation TEACHER Carol Lininger

WORKBOOKS

The following workbooks are used in your program:

SAMPLE: Laboratory Manual, Modern Refrigeration and Air Conditioning, A. D. Aithouse, C. H. Turnquist, A. F. Bracciano, Goodheart-Wilcox Publisher, 1979

TYPE OF BOOK	TITLE	AUTHOR, DATE	CONSUMABLE	SUPPLEMENT
Workbook	Pacer	USAir, 1988	x	
Workbook	Fares	USAir, 1988	x	

233 234

PROGRAM Passenger Transportation TEAC Carol

REFERENCE BOOKS

The following reference books are kept in your shop library. (If five or more cop. . are kept in the shop for students to use.)

AUTHOR	TEXTBOOK	DATE	NUMBER ON FILE
R. Reilly	Travel & Tourism Marketing Techniques	1989	2
N. Goodwin	Complete Guide to Travel Agency Information	1989	2
A. Lehmann	A Travel Agency Policy and Procedures Manual	1989	2

PROGRAM Passenger Transportation

TEACHER Carol Lininger

AUDIO VISUAL

The following audio visual films are used in your program.

AUDIO VISUAL								TITLE	YEAR	TIME	SUPPLEMENTARY MATERIALS			
	x							A Closer Look	1980	15 min.				
	x							Handicapped Passengers	1980	15 min.				
	x							What to Do When You See	1980	15 min.				
	x							B 737-200 Food Service	1980	10 min.				
	x							USAir Temprite Tray	1980	10 min.				
	x							Hotel Fires	1982	30 min.				
	x							Halon Fire Extinguishers	1982	12 min.				
	x							Decompression	1982	16 min.				

PROGRAM Passenger Transportation

TEACHER Carol Lininger

AUDIO VISUAL

The following audio visual films are used in your program.

AUDIO VISUAL											SUPPLEMENTARY MATERIALS			
								TITLE	YEAR	TIME				
	x							Evacuation Drill	1985	5 min.				
	x							"I Thought You Said"	1985	15 min.				
	x							Flight 855, Cabin Report	1985	12 min.				
	x							Flight Attendant Demonstration	1988	5 min.				
	x							Malissa - TLC	1980	15 min.				

PROGRAM DOCUMENTS

Reservations
Training

FARE$

USAIR

Fare

Terminology

FARES

CALCULATION FARES

Some of the fare construction terms you will hear frequently and with which you should be familiar are:

ORIGIN

The "FROM" city. The initial point at which a journey begins.

DESTINATION

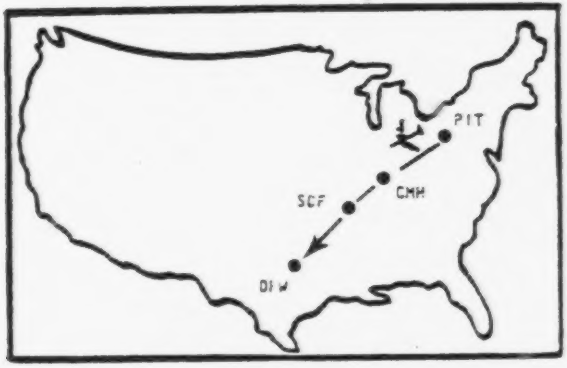
The "TO" city. The final stopping place where a journey terminates.

INTERMEDIATE STOP

A scheduled stop between the origin and destination points of a flight where passengers may board or deplane the aircraft.

DIRECT FLIGHT

A flight which may make one or more stops between the origin and destination without making a change in planes. For example, USAir's flight 321 from Pittsburgh to Dallas/Ft. Worth. There is no change of planes involved in this trip, however, the flight makes two stops en route, one stop in Columbus and a stop in Louisville before concluding the journey in Dallas/Ft. Worth.

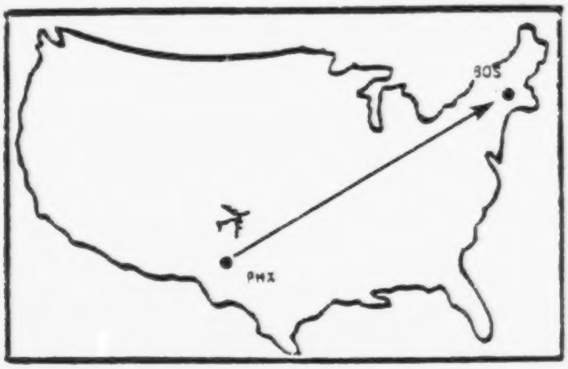


FARES

CALCULATION TERMS (CONT'D)

NON-STOP FLIGHT

A type of direct flight which makes no scheduled stops between the origin and destination points. Many people confuse the terms non-stop and direct. They will say they want a direct flight when they would actually like a non-stop.



CONNECTING FLIGHT

Changing planes between the origin and destination at an intermediate point. It is considered a connection when the transfer from one flight to another occurs:

1. *within four hours* after arrival at transfer point

......OR......

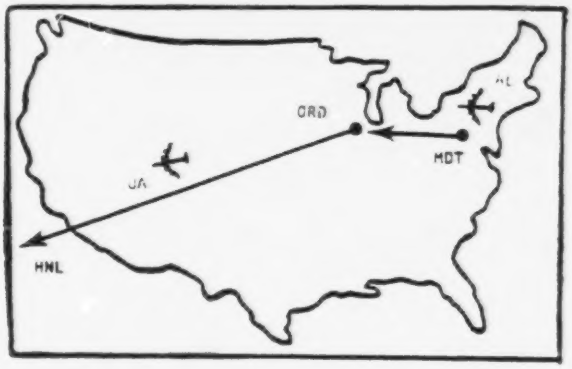
2. the first available flight (applying standard minimum connecting times) which provides the earliest arrival at the destination via the carrier involved and using the class of the passenger's choice.

FARES

CALCULATION TERMS (CONT'D)

CONNECTING FLIGHT (CONT'D)

A connection may occur with the same airline, or it may involve two different carriers such as USAir changing to United. For example, a passenger would fly from Harrisburg to Chicago on USAir and then United from Chicago to Honolulu.



STOPOVER

A planned interruption of a journey between origin and destination. For fare calculations, when *more than four hours* is spent at a city, it is generally considered a stopover. It would not be considered a stopover even though more than four hours are spent provided one of the following exceptions apply:

1. Passenger departs on the first available flight using the carrier of their choice.
2. The flight which departs beyond the 4 hours provides the earliest arrival at the destination.
3. No flight is available within the 4 hours.

FARES

CALCULATION TERMS EXERCISE

ANSWERS FOR THE FOLLOWING EXERCISES CAN BE FOUND ON 1-1 PAGE 7.

Using the following Availability Display, answer the first 3 questions:

```
30AUG SA
1  AL    239 Y  9 B  9 M  9 K  9 Q  9 ALBDCA  645A  901A 73S -S1
2 7AL    427 Y  9 B  9 M  9 K  9 Q  9 ALBDCA 1000A 1105A D93 --0
3  AL    315 Y  9 B  9 M  9       Q  9 ALBDCA  235P  335P D93 --0
4 XAL    519 Y  9 B  9 M  9 K  9 Q  9 ALBPHL  700A  754A D93 S-0
5 XALC  1198 Y  9 B  9 M  6 K  2 Q  4    DCA  855A  945A SH6 --0
```

1. Non-stop service ALB to DCA is offered on which flights? (use flt nbrs)

__________ __________

2. Direct service ALB to DCA is offered on what flights? (use flt nbrs)

__________ __________

3. What time does the connecting flight leave ALB? ____________

What time does that connection arrive in DCA? ____________

Using the following Availability Display answer questions 4 and 5.

```
30AUG SA
1  AL    164 Y  9 B  9 M  9 K  9 Q  9 INDPHL  700A  930A D93 B-0
2 7AL    630 Y  9 B  9 M  9 K  9 Q  9 INDPHL 1055A  232P D93 -S1
3  AL     80 Y  9 B  9 M  9 K  9 Q  9 INDPHL  645P  915P 73S S-0
4  AL    600 Y  9 B  9 M  9 K  9 Q  9 INDPIT  600A  759A 72S S-0
5  AL    604 Y  9 B  9 M  9 K  9 Q  9    PHL  835A  933A 72S B-0
```

4. Does USAir offer non-stop service from IND to PHL? ____________

5. Circle the correct answer: Is the earliest departure -

A. Direct Service

B. Non-stop Service

C. Connecting Service

FARES

CALCULATION TERMS EXERCISE (CONT'D)

6. Using the following Availability Display, which phrase would you use to best describe our service between DEN and PVD.

Circle your answer:

```
11OCT SU
1  AL     84 Y  9 B  9 M  9       Q  9 DENPIT  730A 1220P 733 B-0
2  AL    478 Y  9 B  9 M  9 K  9 Q  9    PVD  100P  221P D93 S-0
3  AL     42 Y  9 B  9 M  9       Q  9 DENPIT  405P  850P 72S D-0
4  AL     46 Y  9 B  9 M  9 K  9 Q  9    PVD  925P 1047P 73S --0
5  AL     84 Y  9 B  9 M  9       Q  9 DENPIT  730A 1220P 733 B-0
6  AL    398 Y  9 B  9 M  9 K  9 Q  9    PVD  420P  542P D93 --0
```

A. "We only have connecting service."

B. "We offer excellent connecting service from Denver to Providence!"

C. "You have to change planes in PIT or DCA."

7.

```
  1.1SPELLMAN/G
  1 AL1552Y SU 11OCT VRBMCO  SS1  1050A  1120A* COMMUTER *
  2 AL 986Y SU 11OCT MCOBUF  SS1  1220P   527P
FONE-VRB305-234-1234H
TLT-TL30
```

Mr. Spellman's city of origin is_______________and his destination is______________________.

8.

```
  1.1HARRIS/J
  1 AL1198Y SU 13SEP RDGPHL  SS1   745A   840A* COMMUTER *
  2 AL 581Y SU 13SEP PHLSDF  SS1   935A  1212P
  3 AL1861Y SU 13SEP SDFOWB  ss1  1240P  1215P* COMMUTER *
FONE-RDG215-667-5543H
TLT-TL30
```

A. Where is Mr. Harris originating?_______________

B. Where is his destination?_______________

C. In what city/ies is he connecting?______________________

FARES

CALCULATION TERMS EXERCISE (CONT'D)

9.

```
08NOV SA
** DCA OR IAD ... SELL WASHINGTON ... ITS GOOD FOR USAIR **
1  AL  43 Y  9 B  9 M  9 K    Q  9 DCASAN  700P 1058P 72S -D2
2  AL  91 Y  9 B  9 M  9 K  9 Q  9 DCAPIT  545P  634P 733 --0
3  AL  43 Y  9 B  9 M  9      Q  9    SAN  830P 1058P 72S D-1
4  AL 307 Y  9 B  9 M  9 K  9 Q  9 IADPIT  630P  719P BAC --0
5  AL  43 Y  9 B  9 M  9      Q  9    SAN  830P 1058P 72S D-1
```

A. Which USAir flight is direct from DCA to SAN? ____________

B. How many stops on the USAir direct flight? ________

10.

```
1.1BROWN/JMRS
 1 AL  69Y SA 08NOV AVPORD  SS1   700A   850A
 2 TW 303Y SA 08NOV ORDABQ  SS1   940A  1135A
FONE-AVP717-341-3451H
TLT-TL30
```

For fare calculation, is ORD a connection or a stopover? ____________

Why? ____

____

11.

```
1.1SWEETWATER/R
 1 AL 238Y FR 12SEP SDFPIT  SS1   820A   1109A
 2 AL  50Y FR 12SEP PITPVD  SS1   345P    500P
FONE-SDF502-546-9870H
TLT-TL30
```

For fare calculation, is PIT a connection or a stopover? ____________

Why? ____

____

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FARES

CALCULATION TERMS EXERCISE (CONT'D)

ANSWERS

1. AL 427 and AL 315
2. AL 239
3. 700A 945A
4. YES
5. A
6. B
7. VRB BUF
8. A. RDG
   B. OWB
   C. PHL and SDF
9. A. AL 43
   B. 2
10. Connection....It is within 4 hours.
11. Stopover.....The connection exceeds 4 hours.

NOTE: If AL 50 would have been the first available flight, the PNR would contain the following remark:

5AL 50 12SEP PIT/PVD FRAV

(first available)

FARES

ITINERARY TERMINOLOGY

ITINERARY

The passenger's complete journey, including airline, rental cars or surface transportation.

ONLINE

A term used to refer to USAir or the Allegheny Commuter. Following are some examples:

ONLINE ITINERARY

```
1 AL  93Y 23JAN BUFMSP SS1   810P  905P
2 AL  96Y 02FEB MSPBUF SS1   605P  845P
```

ONLINE CONNECTIONS

Changing planes between the orign and destination point on the same carrier.

```
1 AL   2Y 05FEB DENPIT SS1   900A  143P
2 AL 258Y 05FEB PITSYR SS1   245P  338P
```

OFFLINE

A term used to refer to another airline, also called "OA". Here is an example:

OFFLINE ITINERARY

```
1 EA 149Y 04FEB ATLCAE SS1  1036A  1119A
```

FARES

ITINERARY TERMINOLOGY (CONT'D)

INTERLINE

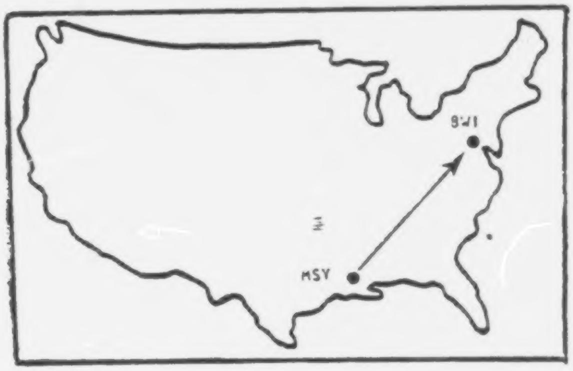
A term used to refer to more than one airline such as in the next example:

INTERLINE ITINERARY

```
1 AL 309Y 19APR INDORD SS1    315P  300P
2 RC 656Y 19APR ORDMOT SS1    455P  825P
3 RC 650Y 27APR MOTORD SS1    625A  945A
4 AL 127Y 27APR ORDIND SS1   1220P  206P
```

ONE WAY

A type of itinerary in which the passenger travels from origin to destination but does not return. For example, a one way trip would consist of boarding in New Orleans and ending the trip in Baltimore.



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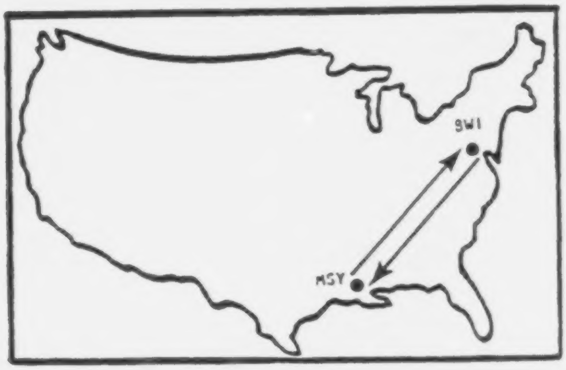
FARES

ITINERARY TERMINOLOGY (CONT'D)

ROUND TRIP

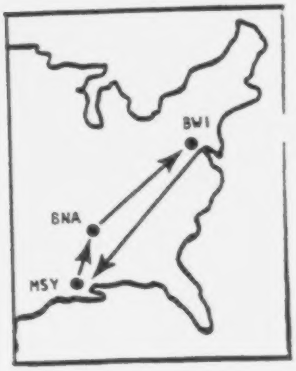
The opposite of one way. The passenger returns to the city of origin. For example, a round trip merely consists of a journey from New Orleans to Baltimore and back to New Orleans.



CIRCLE TRIP

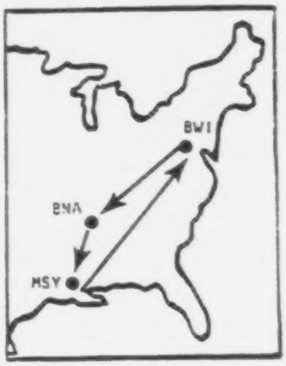
A type of round-trip. The passenger in this type of trip, elects to have two stopovers before returning to the original start point. Air transportation is used for all segments of the trip.

1.



Note: BWI is the city of origin in either illustration.

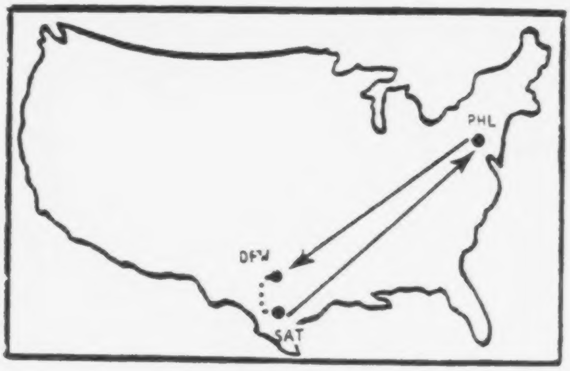
2.



OPEN JAW

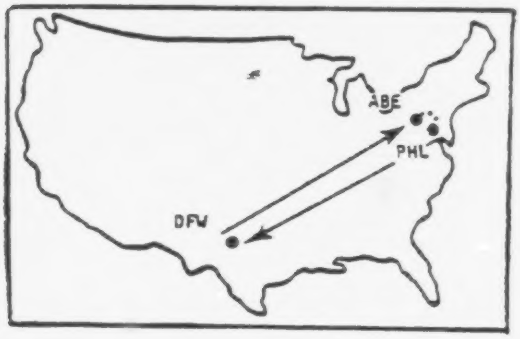
A type of round trip or circle trip, however, one portion is not flown. (Example 1.) The customer has told you he wants to go from Philadelphia to Dallas/Ft. Worth, drive a car to San Antonio, then fly back to Philadelphia. The "OPEN JAW" is at the destination portion of the trip.

1.



..... ground transportation

2.



(Example 2.) The customer tells you he will begin in Philadelphia, fly to Dallas/Ft. Worth and return to Allentown. The "OPEN JAW" or unflown portion is at start point of trip.

SEGMENT

The passengers boarding point to the deplaning point on a given flight (includes intermediate stops).

Passenger's Itinerary:

```
 1.1HENDERSON/T
 1 AL  70Y SA 09MAY BNAPIT SS1   755A   1006A
 2 AL 172Y SA 09MAY PITPVD SS1  1055A   1255P
 3 AL 171Y SA 10MAY PVDBNA SS1   40B     725P
FONE-BNA615-429-3784H
TLT-TL30
```

```
 Passenger Boards BNA  Deplanes PIT\
                                    > Connection (within 4 hours)
 Passenger Boards PIT  Deplanes PVD/
 Passenger Boards PVD  Deplanes BNA——— Non-stop
```

ARNK

An abbreviation for *Arrival Unknown* indicates means of transportation used is other than scheduled air service. Alternate transportation may be via ground transportation (bus, car) or via non-scheduled air service.

```
 1.1MARK/YMS
 1 AL 107Y SU 08MAR PHLIND SS1   735A   1035A
 2   ARNK
 3 AL  72Y SA 14MAR ORDPIT SS1   800A   1014A
 4 AL 152Y SA 14MAR PITPHL SS1  1045A   1140A
FONE-PHL215-262-9241H
TLT-TL30
```

FARES

ITINERARY TERMINOLOGY (CONT'D)

TRIP

Itineraries are divided by stopovers (4 hours) into separate *trips*. A trip may consist of one, two or more segments.

```
1. 1BYERS/C
1 AL  83Y MO 20APR SYRBUF  SS1   238P   315P  ——  ONE SEGMENT TRIP
2 AL 394Y WE 22APR BUFPIT  SS1   825A   912A
                                                  > TWO SEGMENT TRIP
3 AL 151Y WE 22APR PITIND  SS1  1100A  1240P
4 AL 472Y SA 25APR INDPIT  SS1   922A  1100A
5 AL 280Y SA 25APR PITPHL  SS1  1255P   150P    /  MULTI-SEGMENT TRIP
6 AL  25Y SA 25APR PHLORF  SS1   300P   351P
FONE-SYR315-264-8900B
TLT-TL30
```

ITINERARY TERMINOLOGY REVIEW

Directions: Identify the number of trips in each itinerary and indicate how many segments are in each trip.

```
1.    1. 1SPRINGER/JMISS
      1 AL 621Y WE 19NOV ERIPIT  SS1   210P   243P
      2 AL  77Y TH 20NOV PITBWI  SS1   705A   754A
      3 AL1905Y FR 21NOV BWIPHL  SS1   110P   150P* COMMUTER *
      4 AL 630Y FR 21NOV PHLSYR  SS1   315P   408P

    FONE-ERI814-266-3323H

    TLT-TL30
```

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ITINERARY TERMINOLOGY REVIEW (CONT'D)

```
2.    1. 1ADAMS/CSGT
      1 AL   472Y WE 15OCT INDPIT SS1   823A   1100A
      2 AL   128Y WE 15OCT PITBWI SS1  1130A   1218P
      3 AL   377Y WE 15OCT BWIJFK SS1   330P    420P
      4   ARNK
      5 AL   243Y TH 16OCT EWRBUF SS1   207P    305P
      6 AL   381Y SU 19OCT BUFYYZ SS1   622P    650P
      7 AL   116Y TU 21OCT YYZEWR SS1   320P    502P
      8 AL  1125Y TU 21OCT EWRPHL SS1   645P    720P
      9 AL    22Y TU 21OCT PHLORF SS1  1000P   1051P
     10 AL    50Y TH 23OCT ORFPHL SS1   700A    745A
     11 AL   233Y TH 23OCT PHLPIT SS1   842A    940A
     12 AL   151Y TH 23OCT PITIND SS1  1125A   1205P
    FONE-IND317-246-5524H
    TLT-TL30

3.    1. 1VISA/N
      1 AL   460Y FR 03APR BHGLGA SS1   109P    150P
      2 AL   465Y FR 03APR LGAPIT SS1   658P    810P
      3 AL   245Y FR 03APR PITHEH SS1   915P   1039P
     FONE-BGM607-649-1245B
     TLT-TL30
```

FARES

ITINERARY TERMINOLOGY EXERCISE

AMSWERS FOR THIS EXERCISE ARE FOUND ON 1-2 PAGE 10.

```
 1.1BUTVIN/SMS
 1 AL 340Y SU 23NOV CLTPIT SS1   1115A 1225P
 2 AL1680Y SU 23NOV PITDUJ SS1    210P  255P* COMMUTER *
FONE-CLT704-534-1237H
CLE704-772-1278T SOUTHERN TOURS/SUE
TKT-T/
```

1. (a) Is the above itinerary one way or round-trip?__________________

   (b) Is the above itinerary online or interline?__________________

```
 1.1JOHNSON/L
 1 AL 350Y FR 05DEC BWIBOS SS1    710A  818A
 2 PT1961Y FR 05DEC BOSACK SS1    930A 1040A
 3 PT1960Y WE 10DEC ACKBOS SS1    800A  910A
 4 AL 239Y WE 10DEC BOSBWI SS1   1025A 1142A
FONE-BWI301-892-2345H
TLT-TL30
```

2. (a) Is the above itinerary one way or round-trip?__________________

   (b) Is the above itinerary online or interline?__________________

```
 1.1HAMPTON/D
 1 DL 743Y TU 16DEC PITATL SS1    500P  629P
 2 DL 112Y TH 18DEC ALTPIT SS1    932A 1059A
FONE-PIT412-535-89708
TLT-PITDL430P/16DEC
```

3. The above itinerary is an__________________type of itinerary.

   (A) OFFLINE (B) INTERLINE

258

FARES ITINERARY TERMINOLOGY EXERCISE (CONT'D)

ANALYZE THE NEXT THREE ITINERARIES AND SELECT THE CORRECT ANSER.

4. (a)

```
1.1EWRING/EMISS
 1 AL    7Y TH 15JAN MDTPIT SS1  715A  801A
 2 AL  258Y SA 17JAN PITBWI SS1  350P  436P
FONE-MDT717-673-2048H
TLT-TL30
```

OPEN JAW__________ CIRCLE TRIP__________

(b)

```
1.1MILLER/KMS
 1 AL 200Y FR 06FEB ERIPIT SS1   700A  733A
 2 AL  85Y FR 06FEB PITMCO SS1   915A 1119A
 3   ARNK
 4 AL 198Y SU 08FEB PBIPIT SS1   535P  758P
 5 AL 288Y SU 08FEB PITERI SS1   940P 1013P
FONE-ERI814-345-9087T JOAN/ABC TVL
TKT-T/
```

OPEN JAW__________ CIRCLE TRIP__________

(c)

```
1.1JEFFERSON/G
 1 AL 165Y FR 16JAN BOSPIT SS1   705A  845A
 2 AL   3Y FR 16JAN PITPHX SS1   920A 1132A
 3 AL  14Y SU 18JAN PHXPHL SS1   920A  453P
 4 AL 472Y MO 19JAN PHLBOS SS1  1035A 1138A
FONE-BOS617-567-9087H
TKT-T/
```

OPEN JAW__________ CIRCLE TRIP__________

FARES ITINERARY TERMINOLOGY EXERCISE (CONT'D)

ANSWERS

1. (a) ONE WAY
   (b) ONLINE
2. (a) ROUND-TRIP
   (b) INTERLINE
3. (A) OFFLINE
4. (a) OPEN JAW
   (b) OPEN JAW
   (c) CIRCLE TRIP

FARES

FARE TERMS

BASE FARE

The amount charged by an airline for transportation provided.

U.S. TRANSPORTATION TAX

The amount collected on behalf of the U.S. Federal Government. Currently, the tax rate is 8% of the base fare. Monies collected are used to maintain airport facilities, runways, security costs, etc., across the country.

NORMAL FARES

The term used by airlines to reference the cost of the basic airline seat in the First Class and Coach compartments (cabins). They are the fair market value of the product.

FARE BASIS

A code which identifies the type of fare on a ticket or reservations.

PROMOTIONAL FARE

Term used to identify any discounted fare. Some travel restrictions may apply. Often referred to as Special Fare by the travelling public.

EXCURSION FARE

A type of discounted fare used exclusively for round-trip travel. Some travel restrictions may apply.

FARES

FARE TERMS (CONT'D)

POINT TO POINT FARES

When no other fare applies to an itinerary, and you just add the fares for each segment of the trip, you have then calculated a point to point fare. The passenger, for example, wants to go from Detroit to New York, but en route wants to spend the night in Buffalo. By charging the one way fare from Detroit to Buffalo and the one way fare from Buffalo to New York you have again calculated a point to point fare.

THE TARIFF

Publication containing fares, routings, and rules for transportation in the United States, Canada, and International points. It is published by the Airline Tariff Publishers.

PUBLISHED FARES

Air fares which are contained in the Tariff.

LOCAL FARE

A fare for non-stop or direct flights via one airline and one flight.

```
● AL  ERI/PIT≠   ▷ $32.00
● EA  ATL/MIA    ▷ $75.00
```

THROUGH FARE

A fare published for connecting service on one airline involving two or more flights.

```
ALC 1254Y 16MAR JSTPIT  1255P   130P
AL   426Y 16MAR PITORF   330P   532P   ▷  $57.00

DL   119Y 01APR ATLDFW   410P   510P
DL   325Y 01APR DFWSFO   600P   711P   ▷ $310.00
```

262

FARES

FARES TERMS (CONT'D)

JOINT FARE

When a trip requires two different airlines to transport a passenger to the final destination, the published fare charged is called a Joint Fare. This is when two or more airlines will join together to offer a special fare from one point to another. Joint fares are interline fares.

```
AL 423Y 15JUN ALBDCA   632P   738P
                                     ▷ $69.00
PI 947Y 15JUN DCACHO  1000P  1037P

RC 423Y 04APR MSPDEN   300P   353P
                                     ▷$127.00
FL 108Y 04APR DENPHX   445P   620P
```

ROUTING

Specifies the allowable cities where a connection may be made between a passenger's origin and destination. The routing determines the applicability of a published fare.

FARES

FARE TERMS EXERCISE

ANSWERS FOR EXERCISE ON 1-3 PAGE 6.

For the following itineraries, determine what type of fare would be charged ...Local, Through, or Joint Fare.

1. ____________

```
 1.1KUHLMAN/ R
 1 AL 104Y SU 22FEB MSYBNA SS1   150P  309P
 2 AL 121Y TU 24FEB BNAMSY SS1  1200N  119P
FONE-MSY504-543-9085BX345 BETTY
MSY504-349-9087H
TKT-T/
```

2. ____________

```
 1.1SIMON/P
 1 AL  69Y SA 24JAN PITORD SS1   820A  844A
 2 AA 253Y SA 24JAN ORDABQ SS1  1125A  117P
FONE-PIT412-749-0389H
TLT-TL30
```

3. ____________

```
 1.1HARRISON/J
 1 AL1284Y SA 28FEB JSTPIT SS1  350P  430P* COMMUTER *
 2 AL 905Y SA 28FEB PITMEM SS1  610P  656P
FONE-JST814-342-9000T ARLENE/WIDE WORLD OF TRAVEL
TKT-T/
```

4. ____________

```
 1.1MURPHY/WMS
 1 PI 450Y FR 23JAN MIAEWR SS1  110P  535P
FONE-FLL305-678-2037H
TLT-MIAPI1240P/23JAN
GEN FAX-OSIPICTCHMIA305-678-2037
```

5. ____________

```
 1.1HARDCASTLE/M
 1 AL  51Y MO 26JAN PITMCO SS1  150P  354P
 2 EA 384Y WE 28JAN MCOPIT SS1 1230P  233P
FONE-PIT412-345-9086BX4002 ELEANOR
TLT-TL30
```

FARES

FARE TERMS EXERCISE (CONT'D)

6. ______________

```
 1.1GONZALEZ/J
 1 UA 899Y TU 24FEB PITDEN SS1   801A  916A
 2 FL  81Y TU 24FEB DENABQ SS1  1140A 1248P
FONE-PIT412-234-9056H
PIT412-897-1005T HELEN/LIBERTY TVL
TKT-T/
```

7. ______________

```
 1.1MCCORMICK/M
 1 AL  11Y FR 27FEB YYZCLE SS1   700A  751A
 2 AL 450Y FR 27FEB CLEPIT SS1  1005A 1038A
 3 AL 135Y FR 27FEB PITTPA SS1   150P  402P
FONE-YYZ416-368-4057H
TKT-T/
```

FARES

FARE TERMS EXERCISE (CONT'D)

ANSWERS

1. LOCAL
2. JOINT
3. THROUGH
4. LOCAL
5. LOCAL
6. JOINT
7. THROUGH

FARE BASIS CODES

FARES

FARE BASIS

INTRODUCTION

A fare basis code is a means of identifying the type of fare on a reservation, ticket or in a fare quote display. By analyzing the fare basis codes oftentimes you are able to answer the following questions:

- What class of service should I sell?
- Can the fare be used one way or round trip?
- How is the fare marketed?
    - Can it be used everyday ?
    - Can it be used on every flight?
    - Is it seasonal?
- Do my customers have to pre-plan their trip and purchase tickets in advance of departure date?

WHAT CLASS OF SERVICE SHOULD I SELL?

The first character in the fare basis code will tell you the class of service to sell.

BE70 **Y**CD **K**EWR

Note: There are some exceptions that will be covered later.

FARES

FARE BASIS (CONT'D)

CAN THE FARE BE USED ONE WAY OR ROUND TRIP?

Many fares can be used *one way* or *round trip* but some are restricted to *round trip* travel only. These round trip fares are indicated by the letter "R" or "E".

R........ Round Trip
E........ Excursion

The placement of these letters in the fare basis code will vary.

ONE WAY	**Y**......**K**	
ROUND TRIP	B**E**70	YX**E**83
	BAP7**R**	M**R**

FARES

FARE BASIS (CONT'D)

HOW IS THE FARE MARKETED?

CAN IT BE USED EVERYDAY?

CAN IT BE USED ON EVERY FLIGHT?

To remain competitive with other airlines USAir will, in many instances, offer a fare type that has two levels. These fares are referred to as "PEAK/OFF PEAK". The "PEAK" fare is the higher in price of the two and is offered usually during prime flying times. The "OFF PEAK" level is used to encourage customers to fly during less desirable times by offering them a greater discount. Peak and off peak are indicated several ways in a fare basis code.

1. The letter "L" (*low-off-peak*) and the letter "H" (*high-peak*) are used in the fare basis code and usually follow the class of service.

Y**H** - PEAK
Y**L** - OFF PEAK

Example of Peak and Off Peak Times:

```
DAYS/TIMES...YH/YL FARES
YH: M-F... 6:31A- 9:29P
. . SUN...12:30P-12:00M
YL: M-F...12:01A- 6:30A
. . . . . .  9:30P-12:00M
. . SAT...ALL DAY
. . SUN...12:01A-12:29P
```

FARES

FARE BASIS (CONT'D)

HOW IS THE FARE MARKETED? (CONT'D)

CAN IT BE USED EVERYDAY? (CONT'D)

CAN IT BE USED ON EVERY FLIGHT? (CONT'D)

2. Sometimes the day of the week a passenger travels determines the fare. The calendar week is divided into two parts referred to as mid-week and weekend.

X } APPLIES SPECIFIC DAYS OF THE WEEK
W

The "X" or "W" will usually be seen right after the class of service:

BXE70..........BWE70

3. There are some fare basing codes that indicate the days of the week a fare level is valid or not valid. To analyze these you must be familiar with the numbering system for the days of the week:

1 - MON
2 - TUE
3 - WED
4 - THUR
5 - FRI
6 - SAT
7 - SUN

The letter "Z" followed by a series of these numbers tells you the fare is valid on those days. The letter "X" followed by a series of numbers means except those days.

YRZ67 - fare is valid SAT and SUN only

YRX67 - fare is not valid SAT and SUN

IS IT A SEASONAL FARE?

Another way USAir may elect to offer a discount fare is called "SEASONAL". With this type of fare, we divide the calendar year into seasons and the amount a customer pays is determined by their date of travel.

The number of seasonal divisions varies by market, there will be either two or three seasons. In a two-season type market, you have a HIGH and LOW indicated by either a "H" or "L".

TWO SEASON MARKET

Y**L**8X67 .... Y**H**3X67

L - OCT 15 thru DEC 18
H - DEC 19 thru APR 30
L - MAY 1 thru DEC 17

THREE SEASON MARKET

B**H**WE56 B**L**WE56 B**O**WE56

L - MAY 1 thru DEC 12
O - DEC 13 thru DEC 17
H - DEC 18 thru DEC 24
L - DEC 25 thru JAN 31
O - FEB 1 thru MAR 22
H - MAR 23 thru APR 5
O - APR 6 thru APR 30

NOTE: Peak/Off Peak fares run in pairs, so that all time periods are covered. The same is true of seasonal fares.

1. H and L
2. X and W
3. Z and X
4. H, L and O

FARES

FARE BASIS (CONT'D)

DO MY CUSTOMERS HAVE TO PRE-PLAN THEIR TRIP AND PURCHASE TICKETS IN ADVANCE OF DEPARTURE DATE?

Several USAir fares require a customer to pre-plan their trip and buy tickets a specified number of days in advance of departure. These fare types are called advance purchase fares. In a fare basis code this will be indicated in one of two methods:

1. Using the alpha characters "AP" preceded or followed by a number. The number tells you the advance purchase deadline:

   B7AP - Advance purchase 7 days

   MAP7 - Advance purchase 7 days

2. On some excursion fares, you'll see the numbers following the letter "E".

   BE70 - 7 days advance purchase

   BE140 -14 days advance purchase

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FARES

FARE BASIS (CONT'D)

CONCLUSION

I The indicators we have just discussed can be combined with one another in a variety of ways.

- A seasonal fare may have a midweek/weekend rate.

BHXE56	BLXE56
BHWE56	BLWE56

- Many times a fare basis code will answer some of your questions but not all of them. You will see alpha characters or numbers that have no meaning.

BE56 - The only information in this fare is the "E" - it is round trip and the booking class is "B". The 56 means nothing.

- There also might be some indicators missing. This is usually due to a character limitation. (Fare basis codes have a maximum of 8 characters.)

B7RZ67 - The "AP" advance purchase indicator missing. Everything else is correct.

II It is important to remember what we have just covered is a guide for decoding the fare basis codes. It is not a set of hard, fast rules that never change. Many times your only alternative will be memorization of the codes.

III Just as important is the fact that the fare basis code is a vital tool to be used when you have to answer this question from your customer:

"What is the *best* fare for me?"

FARES

FARE BASIS GUIDE

CLASS OF SERVICE

F Y B M Q K

EXCURSION	ROUNDTRIP	ADVANCE PURCHASE
E	**R**	**AP**

PEAK/OFF PEAK

H - HIGH **W**
L - LOW **X**

W / **X** } APPLIES SPECIFIC DAYS OF THE WEEK

Z (abr) - IS VALID ON (specified days)

X (nor) - IS NOT VALID ON (specified days)

SEASONAL

H - HIGH
L - LOW
O - SHOULDER

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FARES

FARE BASIS (CONT'D)

IN CLASS EXERCISE

DECODE THE FOLLOWING FARE BASIS CODES:

	CLASS/SVC	PEAK/OFF-PEAK	TVL PERIOD	ADV. PURCH.	OW/RT
1. K	------	------	------	------	------
2. YR	------	------	------	------	------
3. YH	------	------	------	------	------
4. YRAP3	------	------	------	------	------
5. YRX23	------	------	------	------	------
6. QXE30	------	------	------	------	------
7. KNZ67	------	------	------	------	------
8. BE7X567	-- ----	------	------	------	------
9. Y8	------	------	------	------	------
10. MEZ26	------	------	------	------	------

FARES

ANSWERS

	CLASS/SVC	PEAK/OFF-PEAK	TVL PERIOD	ADV. PURCH.	OW/RT
1. K	K	-	-	-	OW
2. YR	Y	-	-	-	RT
3. YH	Y	H - Peak	-	-	OW
4. YRAP3	Y	-	-	3 days	RT
5. YRX23	Y	-	Not Valid Tues or Wed	-	RT
6. QXE30	Q	-	Yes	30 days	RT
7. KNZ67	K	Off-Peak	Valid Sat and Sun	-	OW
8. BE7X567	B	-	Not Valid Fri, Sat or Sun	7 days	RT
9. Y8	Y	-	-	-	OW
10. ME26	M	-	Valid Tue and Sat	-	RT

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USAIR

GUARANTEED
AIR FARE

GUARANTEED AIR FARE

With the liberalization of the fare structure under deregulation, all fares and discounts are subject to change without notice. Many people are under the assumption that once they call an airline and confirm reservations, the fare quoted to them is automatically guaranteed. Not so. To guarantee a fare, a ticket must be purchased. It is the purchasing of a ticket that guarantees the air fare.

If there is a fare increase after the ticket is purchased, the following applies under the Guaranteed Air Fare Rule.

An additional collection is made if the passenger:

- *Voluntarily* makes any changes to any portion of their itinerary. This includes booking a flight for the open portion of a ticket.

No additional collection is made if:

- The changes made are *involuntary*. This means if USAir has a Schedule Change which affects the flight or dates of travel for the passenger, no additional collection is made.

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GENERATING A SYSTEM PRICED TICKET

G $

CUSTOMER SERVICES TRAINING
PIT EXTS. 7821/7822/7919/7462
NOVEMBER - 1986

I N D E X

G$CA 1
INFORMATION ON TICKET . . . . 1 - 2
G$ - REVIEW 3
G$ CREDIT CARD 3
G$ UATP, GTR 4
G$ STR, CHECK 5
G$ PREPAID 6
G$ FORM OF PAYMENT - REVIEW 6
G$ - MULTI-PARTIES 7
FIELD IDENTIFIERS 8
G$ - NAME 9
SEGMENT 10
CONNECTION 11
PASSENGER TYPE 12
CONJUNCTING TICKETS - MULTI-SEGMENTS . . . . 13 - 14
- PARENT AND CHILD 15
G$IE - NO ADD COLLECT 16
ADD COLLECT . . . . 17 - 18
REFUND DUE 19
PREPAID WITH ADD COLLECT . . . . 20 - 21
G$IE - REVIEW 22
G$ EXTENDED FOP 23
DUAL FOP . . . . 24 - 25
OT FOP . . . . 26 - 27
VOID TICKETS - NOT PRINTED 28
- ERRORS 28

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GENERATING A SYSTEM PRICED TICKET

Generating a system priced ticket is very similar to Itinerary Pricing a PNR.

1. The Command Code is "G", instead of "H".
2. $ and the Form of Payment follows.

SAMPLE PNR:

To generate the ticket, paying for it with cash:

ENTER: G$CA

Command Code | Form of Payment

RESPONSE:

```
98.15     7.85     106.00 Y
98.15     7.85     106.00 TTL        and the ticket.
```

Each ticket printed has a passenger "RECEIPT" and a "SUPPORT" in addition to a flight coupon labeled "ticket" for each leg of the trip. These come out of the machine as follows:

1. Support Coupon
2. Flight Coupon(s)
3. Passenger Receipt Coupon

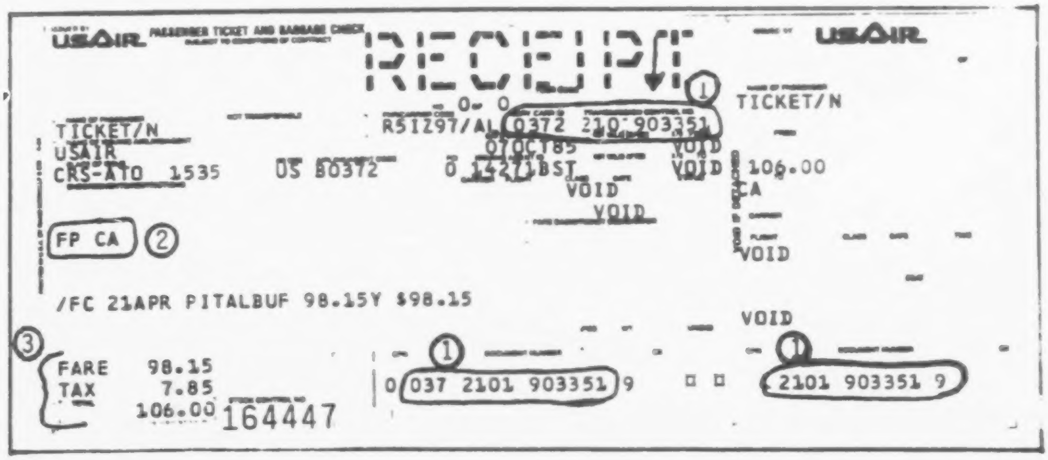
The ticket looks like this: (size reduced)

NOTES:

1 TKT NO.

2 FOP

3 FARE



USAIR PASSENGER TICKET AND BAGGAGE CHECK

RECEIPT

USAIR

① TICKET/N

- 0- 0

TICKET/N

USAIR

CRS-ATO 1535 US 80372 R5I297/AL 0372 210 903351

07OCT85 VOID

0 14271BST VOID 106.00

VOID CA

VOID

FP CA ②

VOID

/FC 21APR PITALBUF 98.15Y $98.15

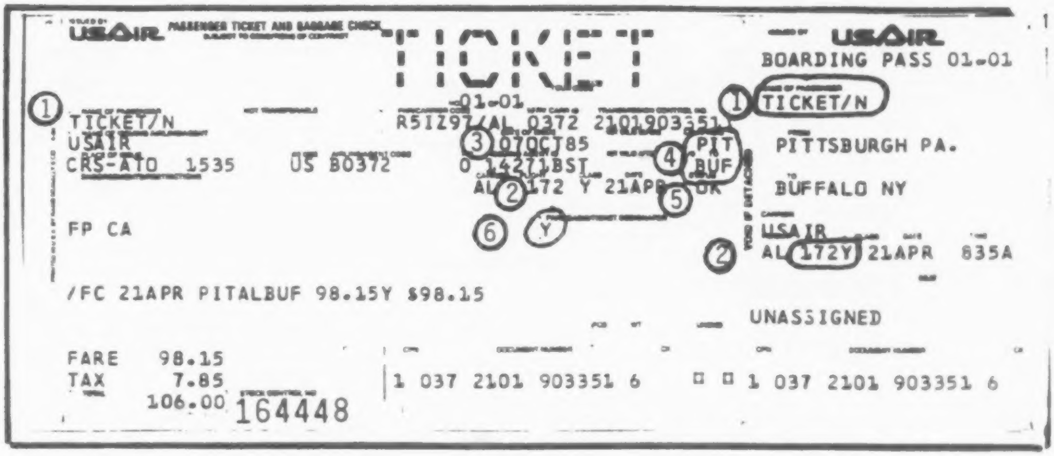
VOID

③ FARE 98.15

TAX 7.85

106.00 164447

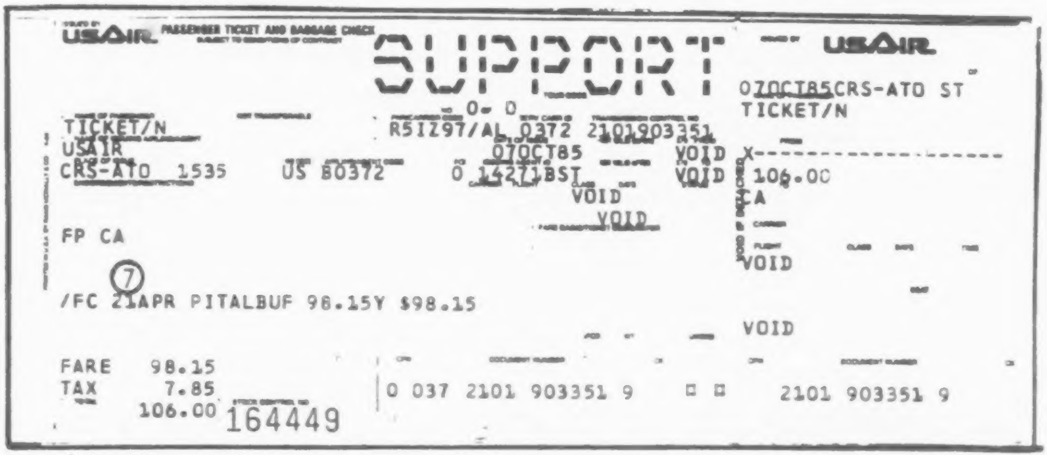
① 0 037 2101 903351 9 ① 2101 903351 9



USAIR PASSENGER TICKET AND BAGGAGE CHECK
TICKET
01-01
TICKET/N
USAIR
CRS-ATO 1535 US 80372
R5IZ97/AL 0372 2101903351
07OCT85
0 14271BST
AL 172 Y 21APR OK
PIT
BUF
Y
FP CA
/FC 21APR PITALBUF 98.15Y $98.15
FARE 98.15
TAX 7.85
106.00 164448
1 037 2101 903351 6

USAIR
BOARDING PASS 01-01
TICKET/N
PITTSBURGH PA.
BUFFALO NY
USAIR
AL 172Y 21APR 835A
UNASSIGNED
1 037 2101 903351 6

① PAX NAME
② FLT NO.
③ DATE OF ISSUE
④ CITY PAIR
⑤ STATUS
⑥ FARE BASIS



USAIR PASSENGER TICKET AND BAGGAGE CHECK
SUPPORT
0- 0
TICKET/N
USAIR
CRS-ATO 1535 US 80372
R5IZ97/AL 0372 2101903351
07OCT85 VOID
0 14271BST VOID
VOID
VOID
FP CA
/FC 21APR PITALBUF 98.15Y $98.15
FARE 98.15
TAX 7.85
106.00 164449
0 037 2101 903351 9

USAIR
07OCT85CRS-ATO ST
TICKET/N
X-----------------------
106.00
CA
VOID
VOID
2101 903351 9

⑦ FARE CALCULATION

This information is automatically recorded in your PAS Report.

PAS REPORT:

CRS	LOG	ST	07OCT	TOTALS	STN #	1 1614
2101	903	351	CA	106.00	SP	ST

You must always enter ET after ticketing. The Ticket Number is added to the PNR and the ticketing field shows ticketed and the date. The PNR will look like this:

```
  1. 1TICKET/N
  1 AL 172Y 21APR PITBUF HK1   835A  922A
FONE-PITPWCT
TKT-T/07OCT
RMKS-TNBR- 2101903351
```

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Keep the Support Coupon and send it to Revenue Accounting with the PAS Report. The Ticket(s) and the Passenger Receipt go in the Boarding Envelope.

IMPORTANT: IF ANY PORTION OF THE TICKET DOES NOT PRINT OR DOES NOT PRINT AND RECORDS IN PAS, SEE PAGE 28.

TO REVIEW:

1. Display the PNR
2. Enter G$ Form of Payment
3. E.T.
4. Each ticket has a receipt, ticket (for each leg of space) and a Support Coupon.

The following tickets are generated using the same PNR but with different Forms nt.

.ve space, only the "TICKET" will be shown and the ticket size reduced.

```
 .. 1TICKET/N
  1 AL 172Y 21APR PITBUF HK1    835A  922A
 FONE-PITPWCT
 TLT-TL30
```

Generate ticket with charge card:

ENTER: G$9400000007*0886

Command Code

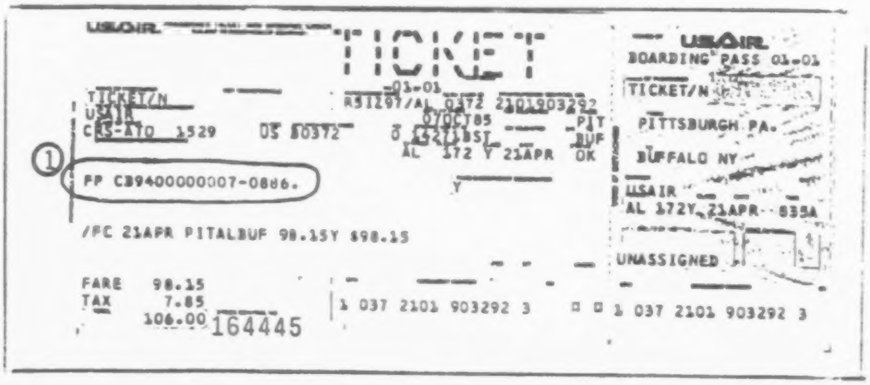
Charge Card Number

Expiration Date

Be sure to have the passenger sign on the dotted line of the Support Coupon.

TICKET:

1
FORM OF
PAYMENT



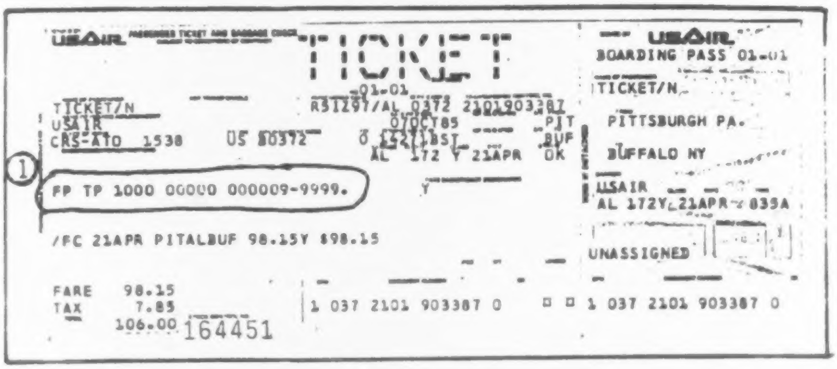
```
USAIR                 TICKET                       USAIR
                                                   BOARDING PASS 01-01
                        01-01                      TICKET/N
TICKET/N              R51297/AL 0372 2101903292
USAIR                        07OCT85          PIT  PITTSBURGH PA.
CRS-ATO 1529    DS 80372  0 15271BST          BUF
                          AL  172 Y 21APR     OK   BUFFALO NY
① FP C39400000007-0886.
                               Y                   USAIR
                                                   AL 172Y 21APR 835A
/FC 21APR PITALBUF 98.15Y $98.15
                                                   UNASSIGNED
FARE   98.15
TAX     7.85
      106.00 164445   1 037 2101 903292 3          1 037 2101 903292 3
```

- If charge card is a Universal Air Travel Card and has no expiration date, enter *9999.

Ticketing Entry: G$100000000000009*9999

TICKET:

① FORM OF PAYMENT



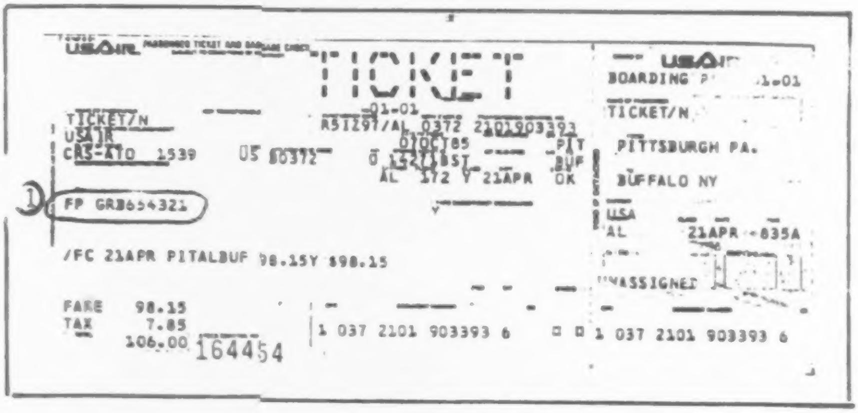
```
USAIR PASSENGER TICKET AND BAGGAGE CHECK      TICKET            USAIR
                                                               BOARDING PASS 01-01
                                    01-01                      TICKET/N
TICKET/N                            R51297/AL 0372 2101903387
USAIR                                        07OCT85      PIT   PITTSBURGH PA.
CRS-ATO  1538      US 80372          0 1527185T          BUF
                                      AL  172 Y 21APR     OK    BUFFALO NY
① FP TP 1000 00000 000009-9999.
                                        Y                      USAIR
                                                               AL 172Y 21APR 835A
/FC 21APR PITALBUF 98.15Y $98.15
                                                               UNASSIGNED
FARE    98.15
TAX      7.85               1 037 2101 903387 0     □ □ 1 037 2101 903387 0
       106.00 164451
```

-

GENERATE TICKET USING A GOVERNMENT TRANSPORTATION REQUEST (GTR)

ENTER: G$GRB654321

① FORM OF PAYMENT



```
USAIR PASSENGER TICKET AND BAGGAGE CHECK      TICKET            USAIR
                                                               BOARDING P   1-01
                                    01-01                      TICKET/N
TICKET/N                            R51297/AL 0372 2101903393
USAIR                                        07OCT85      PIT   PITTSBURGH PA.
CRS-ATO  1539      US 80372          0 1527185T          BUF
                                      AL  172 Y 21APR     OK    BUFFALO NY
① FP GRB654321
                                        Y                      USA
                                                               AL        21APR 835A
/FC 21APR PITALBUF 98.15Y $98.15
                                                               UNASSIGNED
FARE    98.15
TAX      7.85               1 037 2101 903393 6     □ □ 1 037 2101 903393 6
       106.00 164454
```

- NOTE: PAPER CLIP THE SUPPORT COPY TO THE GTR.

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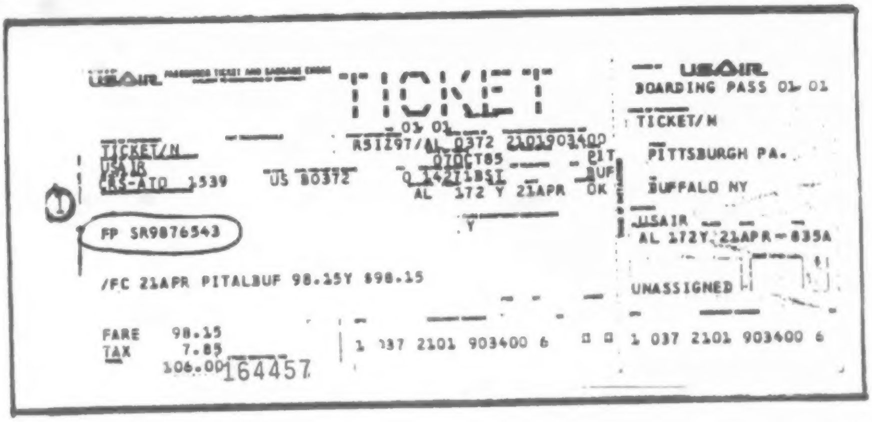
GENERATE TICKET USING STATE TRANSPORTATION REQUEST

ENTER: G$SR98976543



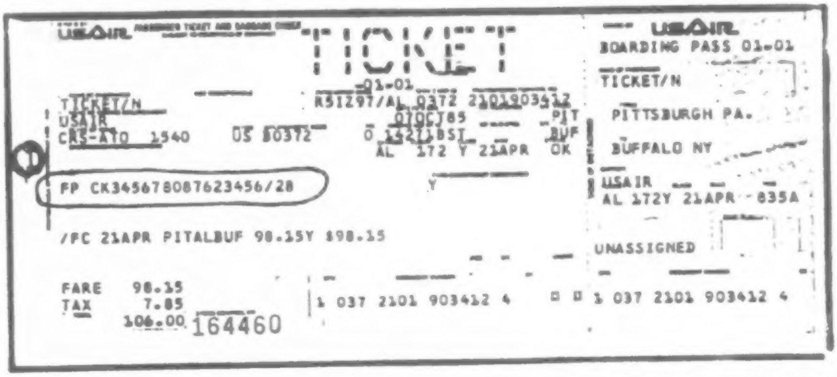
```
USAIR                    TICKET                  USAIR
                                                 BOARDING PASS 01-01
                         01 01                   TICKET/N
TICKET/N          R51Z97/AL 0372 2101903400      PITTSBURGH PA.
USAIR                   07OCT85          PIT     BUFFALO NY
CRS-ATO  1539  US 80372   0 1427IBSI     BUF     USAIR
                          AL  172 Y 21APR OK     AL 172Y 21APR - 835A
FP SR9876543                  Y
/FC 21APR PITALBUF 98.15Y $98.15                 UNASSIGNED
FARE   98.15
TAX     7.85      1 037 2101 903400 6         1 037 2101 903400 6
      106.00 164457
```

①
FORM OF
PAYMENT

NOTE: STAPLE THE SUPPORT COUPON TO THE S.T.R.

GENERATE A TICKET PAID FOR BY CHECK

ENTER: G$CK345678087623456



```
USAIR                    TICKET                  USAIR
                                                 BOARDING PASS 01-01
                         01-01                   TICKET/N
TICKET/N          R51Z97/AL 0372 2101903412      PITTSBURGH PA.
USAIR                   07OCT85          PIT     BUFFALO NY
CRS-ATO  1540  US 80372   0 1527IBSI     BUF     USAIR
                          AL  172 Y 21APR OK     AL 172Y 21APR - 835A
FP CK345678087623456/28       Y
/FC 21APR PITALBUF 98.15Y $98.15                 UNASSIGNED
FARE   98.15
TAX     7.85      1 037 2101 903412 4         1 037 2101 903412 4
      106.00 164460
```

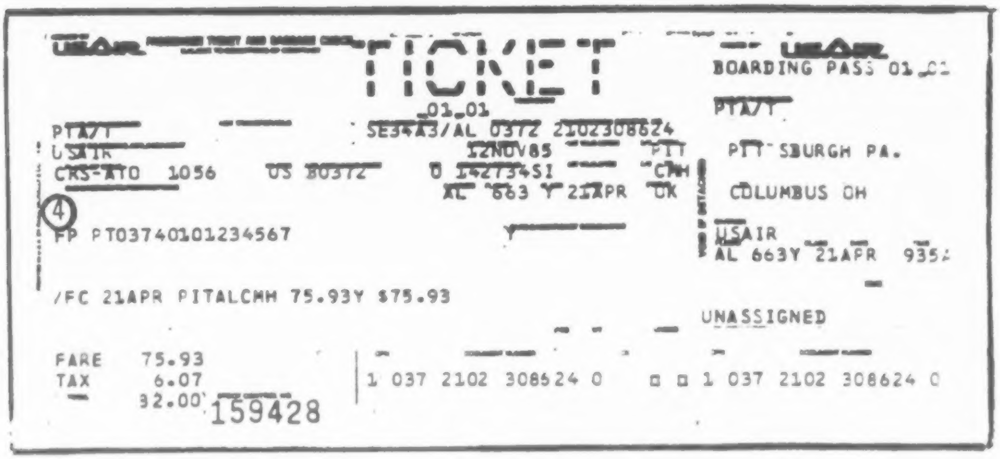
①
FORM OF
PAYMENT

NOTE: THE 28 AT THE END OF THE CHECK NUMBER (FOP) ON THE TICKET IS THE APPROVAL CODE. PUT THIS NUMBER AT THE END OF THE CHECK NUMBER ON THE PASSENGER'S CHECK AND INITIAL IT.

GENERATE A TICKET PAID FOR BY A PREPAID

G$PT

4
FORM OF
PAYMENT



TICKET

BOARDING PASS 01 01

01 01

PTA/T

PTA/T SE34A3/AL 0372 2102308624

USAIR 12NOV85 PIT PITTSBURGH PA.

CRS-ATO 1056 US 80372 0 142734S1 CMH

AL 663 Y 21APR OK COLUMBUS OH

④

FP PT03740101234567 Y

USAIR

AL 663Y 21APR 935

/FC 21APR PITALCMH 75.93Y $75.93

UNASSIGNED

FARE 75.93

TAX 6.07

32.00 159428

1 037 2102 308624 0 ◻ ◻ 1 037 2102 308624 0

Check Rules (G/6/5) for ticketing against a PTA.

TO REVIEW:

COMMAND CODE	FOP	FOP
G	$9400000007*886	CREDIT CARD (CB)
	$100000000000009*9999	CREDIT CARD (UATP)
	$GRB654321	GOVERNMENT TRAVEL REQUEST
	$SR9876543	STATE TRANSPORTATION REQUEST
	$CK345678087623456	CHECK
G	$PT	PREPAID

PACER UPDATES THE PNR AND PTA RECORD WITH THE TICKET NUMBER.

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If there are two people on a PNR, the ticket is being paid for with cash, one entry will generate a ticket for each passenger.

EXAMPLE:

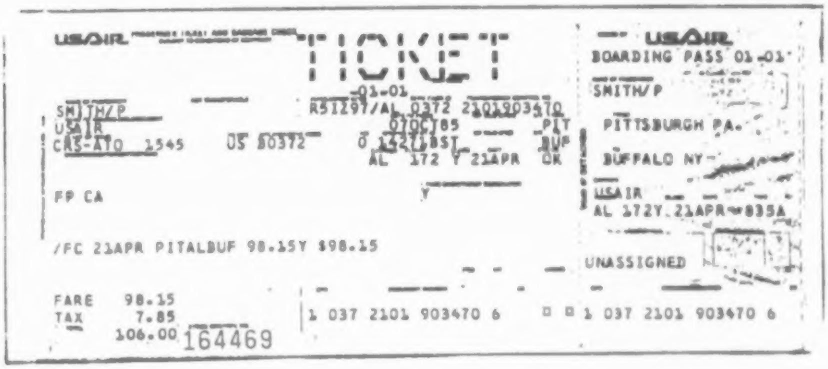
```
PNR:          ..2SMITH/P/BMS
               1 AL 172Y 21APR PITBUF HK2    835A   922A
              FONE-PITPWCT
              TLT-TL30
```

ENTER: G$CA

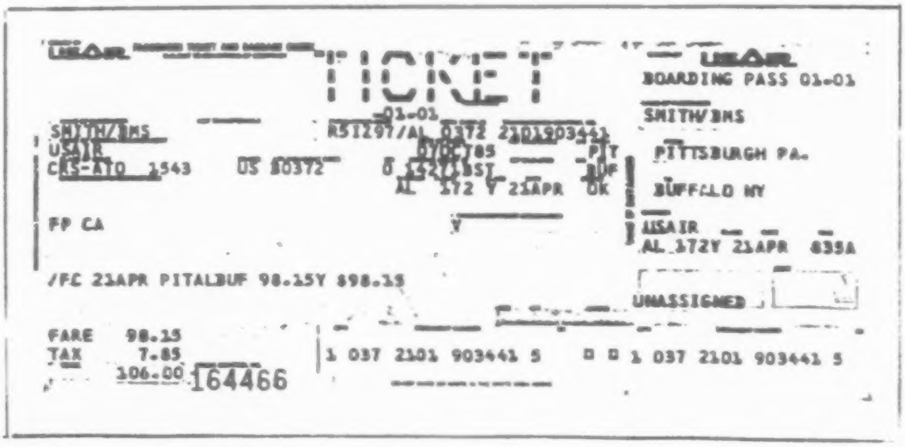
```
RESPONSE:
                2-   98.15     7.85    106.00 Y
                    196.30    15.70    212.00 TTL
```

and two tickets:

Each passenger gets a Passenger Receipt, Ticket and Support Coupon.



```
USAIR                    TICKET                       USAIR
                                                BOARDING PASS 01-01
                         01-01                  SMITH/P
SMITH/P                  R51297/AL 0372 2101903470
USAIR                             07OCT85    PIT  PITTSBURGH PA.
CRS-ATO  1545   US 80372      0 1527EDST      BUF
                                AL  172 Y 21APR   OK  BUFFALO NY
FP CA                                 Y           USAIR
                                                  AL 172Y 21APR 835A
/FC 21APR PITALBUF 98.15Y $98.15
                                                  UNASSIGNED
FARE   98.15
TAX     7.85       1 037 2101 903470 6     1 037 2101 903470 6
      106.00 164469
```



```
USAIR                    TICKET                       USAIR
                                                BOARDING PASS 01-01
                         01-01                  SMITH/BMS
SMITH/BMS                R51297/AL 0372 2101903441
USAIR                             07OCT85    PIT  PITTSBURGH PA.
CRS-ATO  1543   US 80372      0 1527EDST      BUF
                                AL  172 Y 21APR   OK  BUFFALO NY
FP CA                                 Y           USAIR
                                                  AL 172Y 21APR 835A
/FC 21APR PITALBUF 98.15Y $98.15
                                                  UNASSIGNED
FARE   98.15
TAX     7.85       1 037 2101 903441 5     1 037 2101 903441 5
      106.00 164466
```

FIELD IDENTIFIERS

If only one person wants a ticket, or they only want one segment, or it is a specific passenger type or you are building a connection, a Field Identifier must be used. Remember as in Itinerary Pricing, use the End Item (#) to separate fields.

1. The Field Identifiers are the same as itinerary pricing:

(P) - PASSENGER TYPE	(S) - SEGMENT SELECT
(N) - NAME NUMBER	(X) - CONNECTION DESIGNATOR

If only Mr. Smith wants his ticket and is paying for it with cash.

PNR:

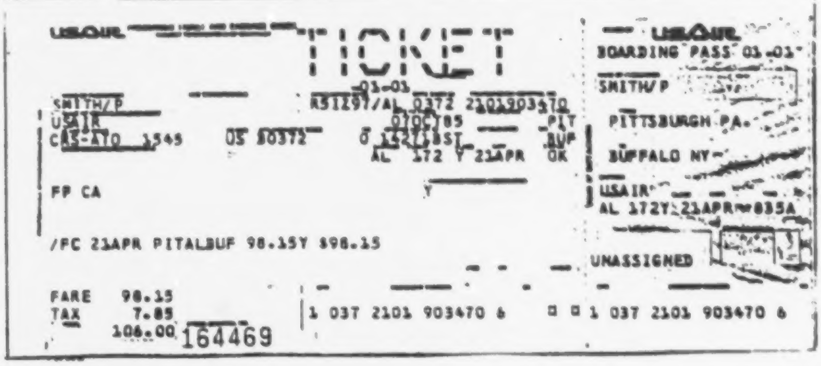
```
         ..2SMITH/P/BMS
          1 AL 172Y 21APR PITBUF HK2   835A  922A
        FONE-PITPWCT
        TKT-TL30
```

```
      ENTER:  GN1.1#$CA
Command Code_|    |   ||Form of Payment
         Name|    |
                  |Separator
```

RESPONSE:

```
            98.15     7.85    106.00 Y
            98.15     7.85    106.00 TTL
```

and Mr. Smith's ticket:



```
USAIR                    TICKET                      USAIR
                                                     BOARDING PASS 01-01
                         01-01                       SMITH/P
SMITH/P                  R51291/AL 0372 2101903470
USAIR                          01OCT85          PIT  PITTSBURGH PA.
CAS-ATO  1545    05 50372   0 1527/1BST         BUF  BUFFALO NY
                            AL  172 Y 21APR     OK
                                                     USAIR
FP CA                                 Y              AL 172Y 21APR 835A

/FC 21APR PITALBUF 98.15Y $98.15                     UNASSIGNED

FARE    98.15
TAX      7.85           1 037 2101 903470 6          1 037 2101 903470 6
      106.00 164469
```

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If there are two passengers on a PNR and only Mr. Blue wants his ticket -

PNR:

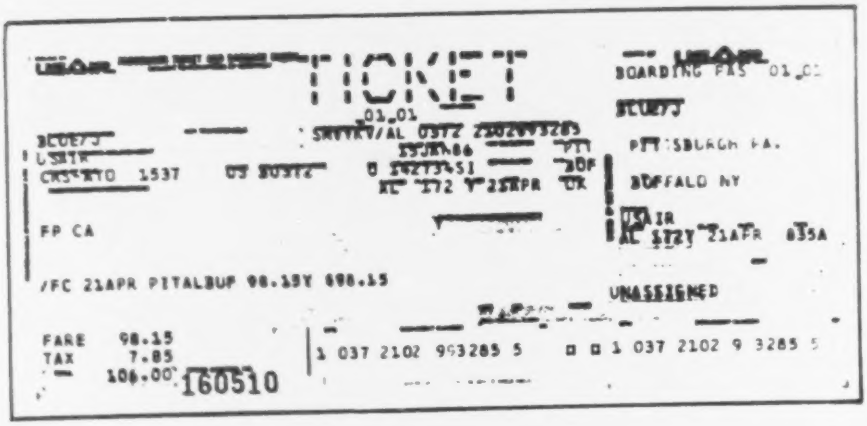
```
)
 1.2BLACK/R/C  2.1BLUE/J
 1 AL 172Y 21APR PITBUF HK3   835A  922A
FONE-PITPWCT
TLT-TL30
RMKS-CUST SERV TRNG PNR
)
```

ENTER: `GN2.0(or 2.1)#$CA`

RESPONSE:

```
98.15    7.85    106.00  Y
98.15    7.85    106.00  TTL
```

TICKET:



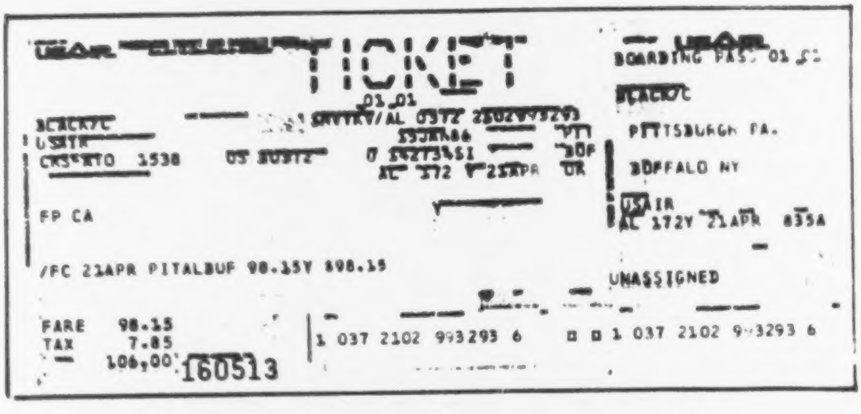
USAIR TICKET
01 01
BLUE/J
USAIR
CKS*RTO 1537
AL 172 Y 21APR OK
FP CA
/FC 21APR PITALBUF 98.15Y $98.15
FARE 98.15
TAX 7.85
106.00 160510
1 037 2102 993285 5 ☐ ☐ 1 037 2102 9 3285 5

BOARDING PASS 01 01
BLUE/J
PITTSBURGH PA.
BUFFALO NY
USAIR
AL 172Y 21APR 835A
UNASSIGNED

The entry to generate a ticket for Mr. C. Black is:

`GN1.2#$CA`   ENTER

TICKET:



USAIR TICKET
01 01
BLACK/C
USAIR
CKS*RTO 1538
AL 172 Y 21APR OK
FP CA
/FC 21APR PITALBUF 98.15Y $98.15
FARE 98.15
TAX 7.85
106.00 160513
1 037 2102 993293 6 ☐ ☐ 1 037 2102 9 3293 6

BOARDING PASS 01 01
BLACK/C
PITTSBURGH PA.
BUFFALO NY
USAIR
AL 172Y 21APR 835A
UNASSIGNED

Mr. R. Robin wants to purchase only Segment One and pay for it with a check.

PNR:

```
  ..1ROBIN/R
  1 AL 172Y 21APR PITBUF HK1    835A  922A
  2 AL 505Y 25APR BUFPIT HK1    400P  446P
 FONE-PITPWCT
 TLT-TL30
 RMKS-CUST SERV TRNG PNR
 >
```

```
ENTER:  GS1#$CK345678087623456
```

Command Code

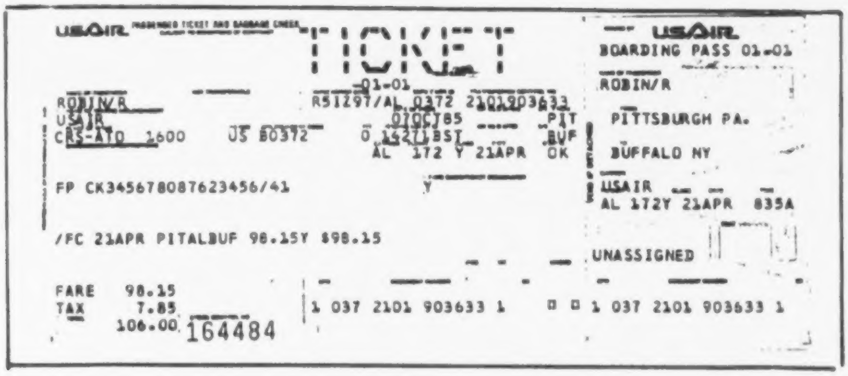
Segment One

Form of Payment

RESPONSE:

```
      98.15     7.85    106.00 Y
      98.15     7.85    106.00 TTL
```

TICKET:



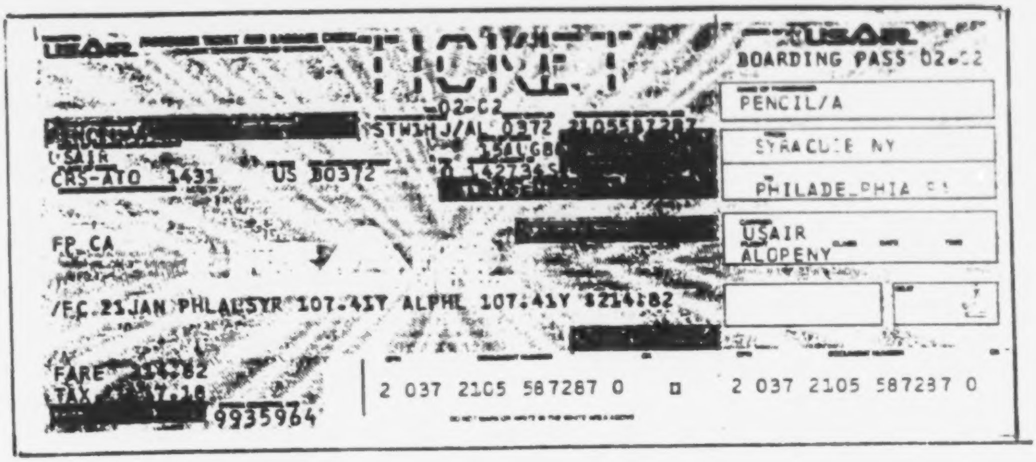
```
USAIR                 TICKET                         USAIR
                                              BOARDING PASS 01-01
                       01-01                  ROBIN/R
ROBIN/R               R51297/AL 0372 2101903633
USAIR                         01OCT85        PIT   PITTSBURGH PA.
CRS-ATO  1600     US 80372   0 14271BST      BUF
                             AL  172 Y 21APR OK    BUFFALO NY

FP CK345678087623456/41            Y               USAIR
                                                   AL 172Y 21APR  835A
/FC 21APR PITALBUF 98.15Y $98.15
                                                   UNASSIGNED
FARE   98.15
TAX     7.85          1 037 2101 903633 1          1 037 2101 903633 1
      106.00 164484
```

BEST COPY AVAILABLE

```
*534/21JAN-PENCIL

      1. 1PENCIL/A
      1 AL  534Y  WE  21JAN  PHLSYR  NN/HK1  1015A  1109A
     FONE-PHLPWCT
     TLT-TL30
     TKT-T/15AUG
     T/TNBR- 2105587287
     RMKS-/CUSTOMER SERVICE PNR
```

In the above PNR Mr. Pencil wants an open return.

ENTER: `GS1/OP#$CA`



USAIR TICKET

02-02

[redacted] STH1HJ/AL 0372 2105587287

USAIR 15ALGB [redacted]

CRS-ATO 1431 US 00372 0 142734S

[redacted]

FP CA

/FC 21JAN PHLALSYR 107.41Y ALPHL 107.41Y $214.82

[redacted]

FARE 214.82

TAX 17.18

[redacted] 9935964

2 037 2105 587287 0 ☐ 2 037 2105 587237 0

BOARDING PASS 02-02

PENCIL/A

SYRACUSE NY

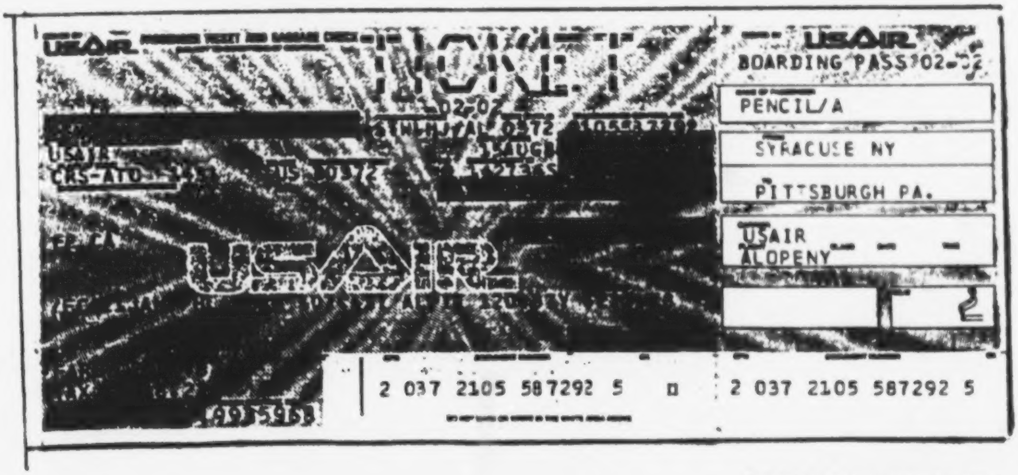
PHILADELPHIA PA

USAIR

ALOPENY

If Mr. Pencil wants an open return but from SYR to PIT - not a mirror image -

ENTER: `GS1/SYRPITALY#$CA`



USAIR TICKET

02-02

[redacted] STH1HJ/AL 0372

USAIR 15AUG [redacted]

CRS-ATO US 00372

[redacted]

FP CA

[redacted] 9935968

2 037 2105 587292 5 ☐ 2 037 2105 587292 5

BOARDING PASS 02-02

PENCIL/A

SYRACUSE NY

PITTSBURGH PA.

USAIR

ALOPENY

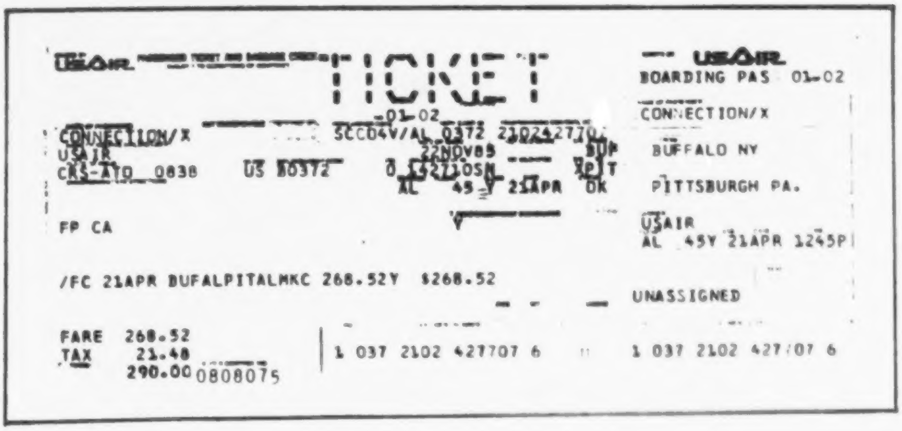
BEST COPY AVAILABLE

```
 1.1CONNECTION/X
 1 AL  45Y 21APR BUFPIT HK1  1245P  131P
 2 AL 347Y 21APR PITMCI HK1   820P  326P
FONE-BUFPWCT
TLT-TL30
RMKS---CUST SVC TNRG PNR
)
```

In the above PNR the connecting time is longer than four hours. PACER recognizes this as a Stopover and prices this itinerary from point-to-point. The "X" field identifier forces PACER to price this as a connection when it is the first available flight and not a voluntary stopover.

ENTRY: GX1#$CA

Ticket:



```
USAIR               TICKET                       USAIR
                                                 BOARDING PAS  01-02
                     01-02                       CONNECTION/X
CONNECTION/X         SCCD4V/AL 0372 2102427707
USAIR                   22NOV89        BUP       BUFFALO NY
CRS-ATO  0838   US 80372   0 1427710SM   XPIT    PITTSBURGH PA.
                            AL   45 Y 21APR  OK
                                                 USAIR
FP CA                          Y                 AL  45Y 21APR 1245P

/FC 21APR BUFALPITALMKC 268.52Y  $268.52
                                                 UNASSIGNED
FARE  268.52
TAX    21.48   | 1 037 2102 427707 6        1 037 2102 427707 6
      290.00 0808075
```

Mr. Roundtrip is a military personnel holding a green armed forces military I.D. Card which entitles him to a discount.

PNR:

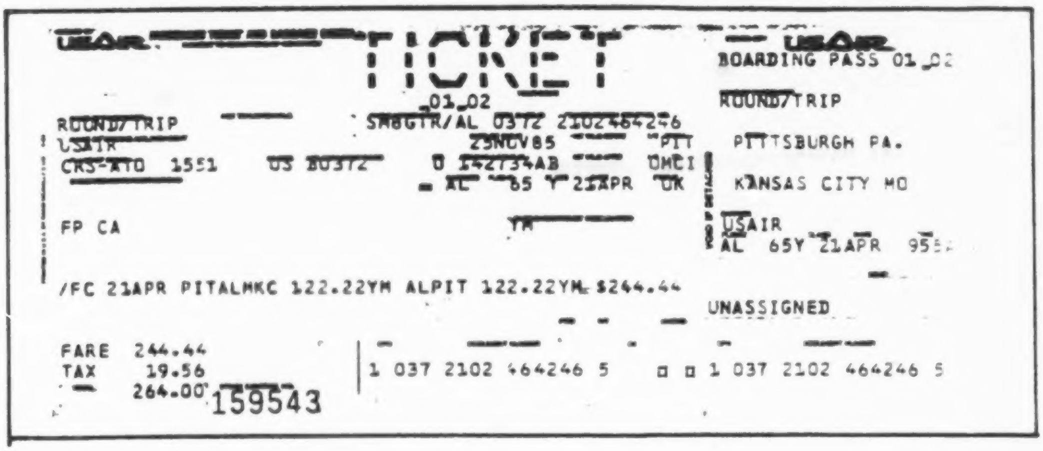
```
 1. 1ROUND/TRIP
 1 AL  65Y 21APR PITMCI HK1   955A 1104A
 2 AL   8Y 24APR MCIPIT HK1   540P  824P
FONE-PITPWCT
TKT-T/25NOV
```

```
ENTER:          GPMIL#$CA
                ||    | |
    Command Code|     | |Form of Payment
                |     |
Specific PAX Type|    |Separator
```

RESPONSE:

```
>GPMIL#$CA
   244.44     19.56     264.00 YM
   244.44     19.56     264.00 TTL
```

And Mr. Roundtrip's ticket:



```
USAIR                     TICKET                          USAIR
                                                   BOARDING PASS 01 02
                           01 02                   ROUND/TRIP
ROUND/TRIP              SMBGTR/AL 0372 2102464246
USAIR                            25NOV85      PIT    PITTSBURGH PA.
CRS-ATO  1551   US 80372    0 142734AB        MCI
                           AL   65  Y  21APR  OK     KANSAS CITY MO

FP CA                               YM              USAIR
                                                    AL  65Y 21APR  95

/FC 21APR PITALMKC 122.22YM ALPIT 122.22YM $244.44
                                                    UNASSIGNED

FARE  244.44
TAX    19.56        1 037 2102 464246 5    ☐ ☐ 1 037 2102 464246 5
       264.00 159543
```

TO REVIEW:

COMMAND	FIELD IDENTIFIERS	SEPARATOR	FOP
G	N1.1	#	$CA
G	N2.0(2.1)	#	$CA
G	S1	#	$CK345678087623456
G	PMIL	#	$CA
G	PSSR	#	$CA
G	XI	#	$CA

CONJUNCTING TICKETS

The maximum number of segments that PACER will ticket at one time is eight.

ENTER: GS1/2/3/4/5/6/7/8#$CA

EXAMPLE:

(reg.
response)

```
 1.  1ROUNDABOUT/A
 1 AL   18Y 21APR FLLPIT HK1    840A 1207P
 2 AL   94Y 21APR PITBUF HK1    110P  157P
 3 AL  448Y 22APR BUFCLE HK1    825A  910A
 4 AL   53Y 22APR CLEBNA HK1   1245P  103P
 5 AL  326Y 23APR BNAPIT HK1    840A 1051A
 6 AL  461Y 24APR PITDAY HK1   1025A 1114A
 7 AL  418Y 25APR DAYPHL HK1    700A  935A
 8 AL  156Y 25APR PHLBUF HK1   1000A 1100A
 9 AL  171Y 26APR BUFPHL HK1   1020A 1118A
10 AL  235Y 27APR PHLCMH HK1   1220P  136P
11 AL  200Y 28APR CMHPIT HK1    700A  739A
12 AL   47Y 28APR PITFLL HK1    945A 1211P
```

ENTER: GS1/2/3/4/5/6/7/8#$CA

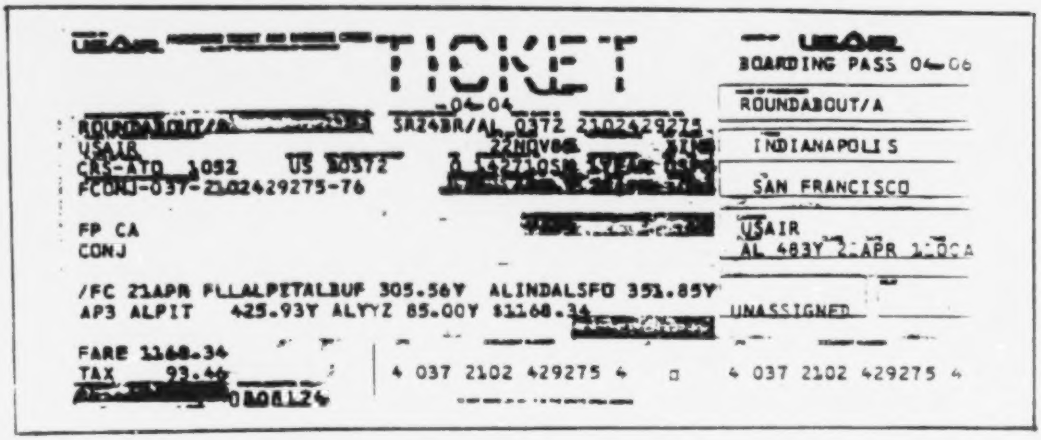
RESPONSE: USE AGENT PRICING ENTRIES

In this case PACER was unable to ticket. When this occurs find a logical break in the itinerary and ticket those segments adding a second line of information.

CONJUNCTING TICKETS

EXAMPLE: 1st Entry - GS1/2/3/4/5/6#$CA RETURN
CONJ ENTER

EXAMPLE OF FIRST ENTRY:



TICKET
04-04
ROUNDABOUT/A [illegible] SR24BR/AL 0372 2102429275
USAIR 22NOV88
CRS-ATO 1052 US 30372
FCONJ-037-2102429275-76

FP CA
CONJ

/FC 21APR FLLALPITALBUF 305.56Y ALINDALSFO 351.85Y
AP3 ALPIT 425.93Y ALYYZ 85.00Y $1168.34

FARE 1168.34
TAX 93.46
0808124

4 037 2102 429275 4 □ 4 037 2102 429275 4

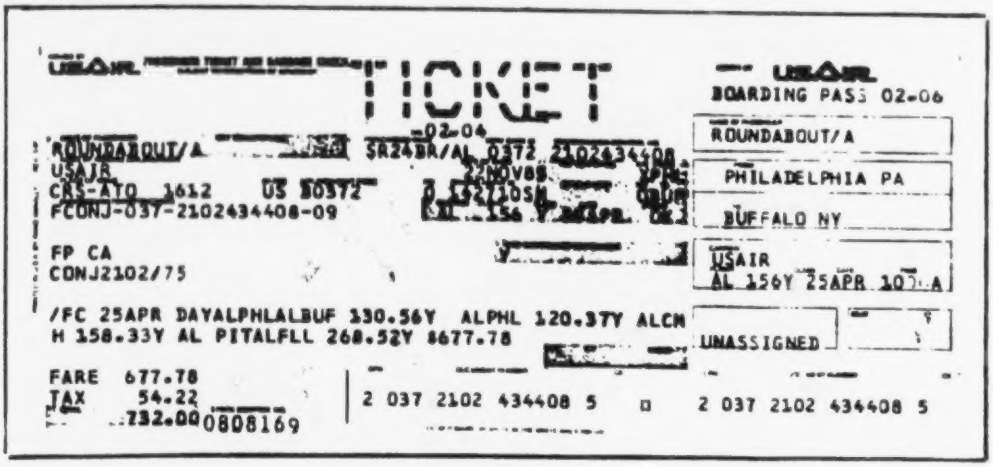
BOARDING PASS 04-06
ROUNDABOUT/A
INDIANAPOLIS
SAN FRANCISCO
USAIR
AL 483Y 21APR 1?0CA
UNASSIGNED

The first entry advises this ticket will have a conjuncting ticket to follow.

EXAMPLE: 2nd Entry - GS7/8/9/10/11/12#$CA (RETURN)
CONJ2102/75 (ENTER)

The second entry, the remarks line, indicates the first four digits slash (/) the last two digits of the first ticket.

EXAMPLE OF SECOND ENTRY:



TICKET
02-04
ROUNDABOUT/A [illegible] SR24BR/AL 0372 2102434408
USAIR 22NOV88
CRS-ATO 1612 US 30372
FCONJ-037-2102434408-09 AL 156 Y 25APR

FP CA
CONJ2102/75

/FC 25APR DAYALPHLALBUF 130.56Y ALPHL 120.37Y ALCM
H 158.33Y AL PITALFLL 268.52Y $677.78

FARE 677.78
TAX 54.22
732.00 0808169

2 037 2102 434408 5 □ 2 037 2102 434408 5

BOARDING PASS 02-06
ROUNDABOUT/A
PHILADELPHIA PA
BUFFALO NY
USAIR
AL 156Y 25APR 10?A
UNASSIGNED

Conjuncting is also necessary when one passenger's ticket is referenced to another passenger's ticket number for fare purposes. For example: families traveling together--the child under 11 years is only entitled to a discount if an adult ticket is issued in conjunction.

EXAMPLE:

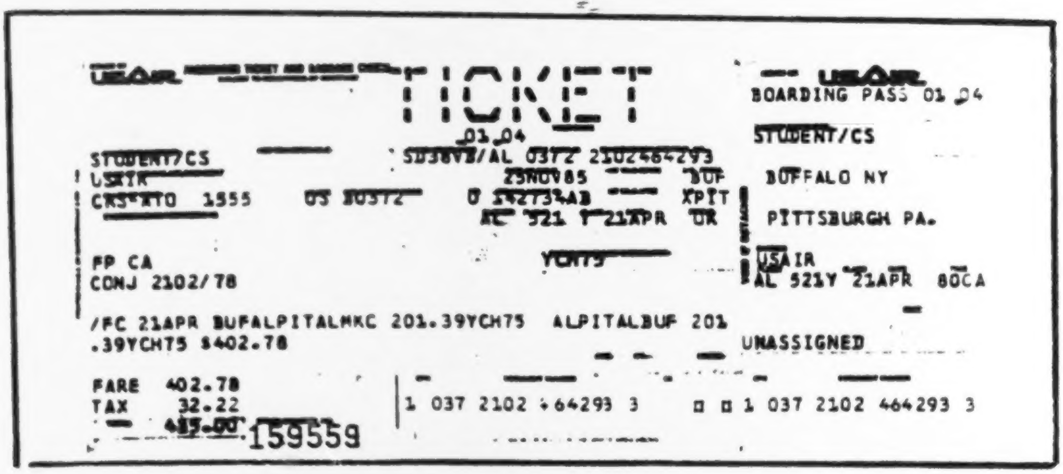
```
1.CLASS/CS.  2.STUDENT/CS

 1.1CLASS/CS  2.1STUDENT/CS
 1 AL 521Y 21APR BUFPIT HK2   800A  845A
 2 AL  65Y 21APR PITMCI HK2   955A 1104P
 3 AL 634Y 24APR MCIPIT HK2   830A 1113A
 4 AL  94Y 24APR PITBUF HK2   110P  157P
FONE-BUFPWCT
DCA202-451-9831H
TKT-T/22NOV
RMKS--CUST SVC TRNG PNR
```

```
1st ENTRY:  GN1.0#$CA        (RETURN)
            CONJ             (ENTER)
```

Ticket number generated is 2102464278

Name 2 is a YCH Fare Basis.

```
ENTRY:  GPC09#N2.0#$CA    (RETURN)
        CONJ2102/78       (ENTER)
```


USAir

TICKET

01 04

STUDENT/CS

SD38V8/AL 0372 2102464293

USAIR

23NOV85

BUF

CRS*ATO 1555

05 30372

0 14273%AB

XPIT

AL 521 Y 21APR

OK

FP CA

YCH75

CONJ 2102/78

/FC 21APR BUFALPITALMKC 201.39YCH75 ALPITALBUF 201.39YCH75 $402.78

FARE 402.78

TAX 32.22

435.00

159559

1 037 2102 464293 3

BOARDING PASS 01 04

STUDENT/CS

BUFFALO NY

PITTSBURGH PA.

USAIR

AL 521Y 21APR 80CA

UNASSIGNED

1 037 2102 464293 3

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RESISSUE - NO ADD COLLECT

New Itinerary: (CONNECTION IN ROC)

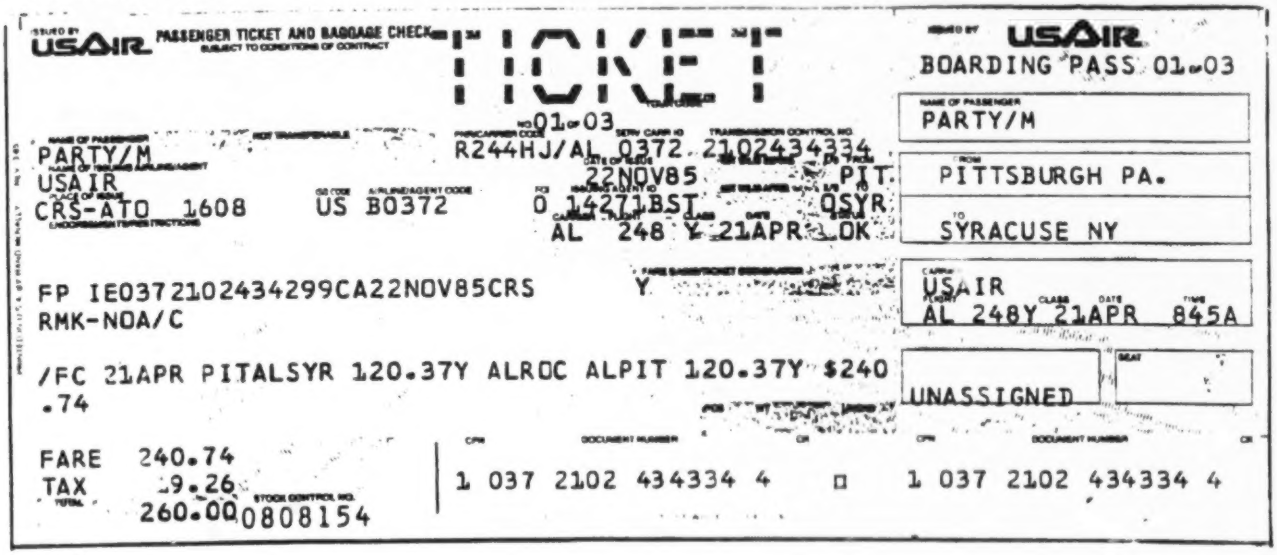
```
 1.1PARTY/M
 1 AL 248Y 21APR PITSYR HK1   845A  942A
 2 AL 132Y 05MAY SYRROC HK1  1105A 1134A
 3 AL 167Y 05MAY ROCPIT HK1  1230P  121P
 [illegible]PWC

240.74  19.26  260.00 Y
240.74  19.26  260.00 TTL
```

. Party holds a roundtrip ticket PIT-SYR-PIT paid for by CASH on November 08, 85 in Pittsburgh. Mr. Party wants to now take the connection in ROC on the return. Ticket number 0372102434299. The fares are the same, so it is a Reissue with NO ADD COLLECT.

To generate the new ticket:

```
G$IE0372102434299CA22NOV85PIT       RETURN
RMK-NO A/C
```

Reissued Ticket:



USAIR PASSENGER TICKET AND BAGGAGE CHECK
SUBJECT TO CONDITIONS OF CONTRACT

TICKET

01-03

PARTY/M
USAIR
CRS-ATO 1608   US B0372

R244HJ/AL 0372 2102434334
22NOV85   PIT
0 14271BST   OSYR
AL 248 Y 21APR 1OK

FP IE0372102434299CA22NOV85CRS   Y
RMK-NOA/C

/FC 21APR PITALSYR 120.37Y ALROC ALPIT 120.37Y $240
.74

FARE 240.74
TAX 19.26
260.00 0808154

1 037 2102 434334 4 ☐ 1 037 2102 434334 4

USAIR
BOARDING PASS 01-03
PARTY/M
PITTSBURGH PA.
SYRACUSE NY
USAIR
AL 248Y 21APR 845A
UNASSIGNED

```
RTD:
   2101  434  334       260.00   SP    IE    ST
```

NOTE: THE ENTRY FOR A REISSUE IS ALWAYS THE SAME. G (TICKET COMMAND) $ (FOP INDICATOR) IE (REISSUE FOP CODE) OLD TICKET NUMBER (13 DIGITS) CA (ORIGINAL FOP) DATE AND PLACE OF ORIGINAL ISSUE.

A REISSUE WITH AN ADD COLLECT

Mr. Shumaker bought a ticket SYR-PIT-STL and return the same way. He is now in St. Louis and wants to stopover in Pittsburgh before continuing to SYR. The ticket number is 0372102437498 paid for by check on November 22, 1985 in SYR. This is a reissue with an Add Collect. The Add Collect is being paid for by Carte Blanche, 9400000007*886.

```
 1. 1SHUMAKER/E
 1 AL 204Y 21APR STLPIT HK1    555P  820P
 2 AL   4Y 25APR PITSYR HK1    920P 1015P
FONE-SYRPWCT
TLT-TL30
RMKS---CUST SRVC TNRG PNR
```

Check the fares:

Method 1

```
   OLD Itinerary                                   NEW Itinerary

        SYR                                                        SYR
      X PIT                                                      X PIT
      0 STL   290.00                          HSTLPIT = 246    0 STL   290.00
      X PIT                                   HPITSYR = 130    0 PIT   246.00
        SYR   290.00                                             SYR   130.00

             $580.00                                                  $666.00
                            $666.00  NEW
                            -580.00  OLD
                              86.00  ADD COLLECT
```

Method 2

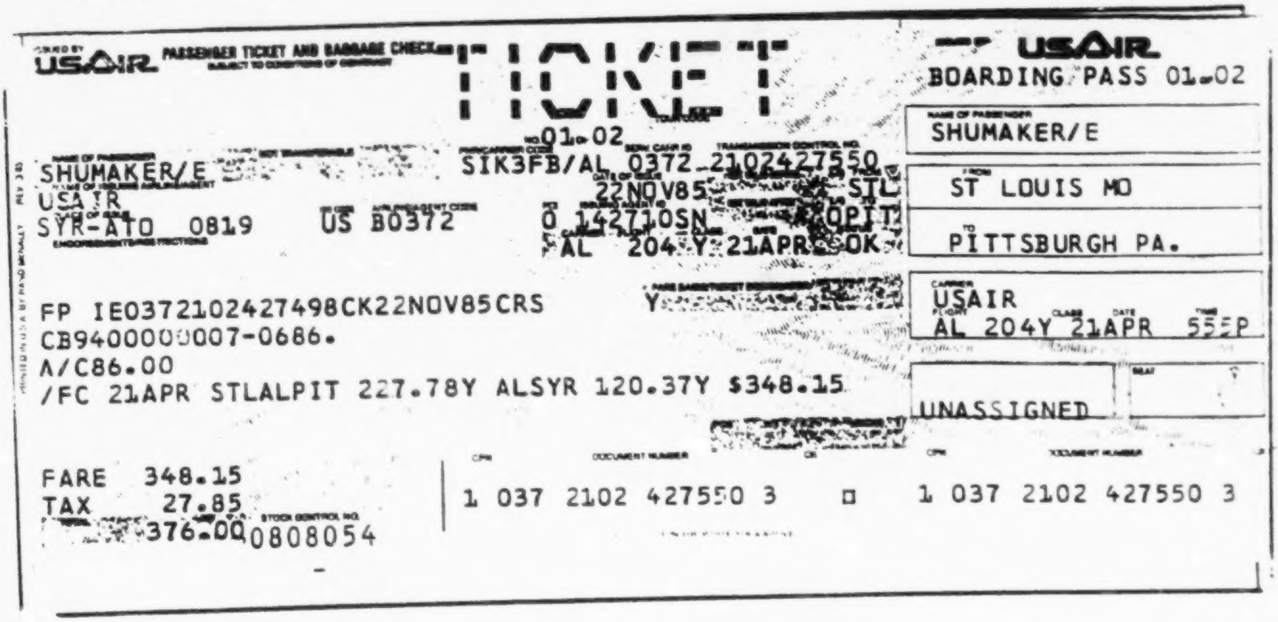
```
   Using Return Portion                      New Fare  H STL PIT  246.00
                                                       H PIT SYR  130.00
   Fare Paid        $580.00
   Travel Used       290.00                                Total  376.00
                                             Amount Left          290.00
   Amount Left      $290.00
                                                 Add Collect    $ 86.00
```

To generate the ticket:

```
G$IE0372102437498CK22NOV85SYR          RETURN
9400000007*686                         RETURN
A/C86.00                               ENTER
```

NOTE: THE SECOND LINE IS THE NEW FOP, THE THIRD LINE IS THE ADD COLLECT, AND A FOURTH LINE OF RMK - MAY BE ADDED.

Reissued Ticket:



USAIR PASSENGER TICKET AND BAGGAGE CHECK

TICKET

01-02

SHUMAKER/E

SIK3FB/AL 0372 2102427550

USAIR

22NOV85 STL

SYR-ATO 0819 US B0372

0 142710SN OPIT

AL 204 Y 21APR OK

FP IE0372102427498CK22NOV85CRS

Y

CB9400000007-0686.

A/C86.00

/FC 21APR STLALPIT 227.78Y ALSYR 120.37Y $348.15

FARE 348.15

TAX 27.85

376.00 0808054

1 037 2102 427550 3 ☐

USAIR

BOARDING PASS 01-02

SHUMAKER/E

ST LOUIS MO

PITTSBURGH PA.

USAIR

AL 204Y 21APR 555P

UNASSIGNED

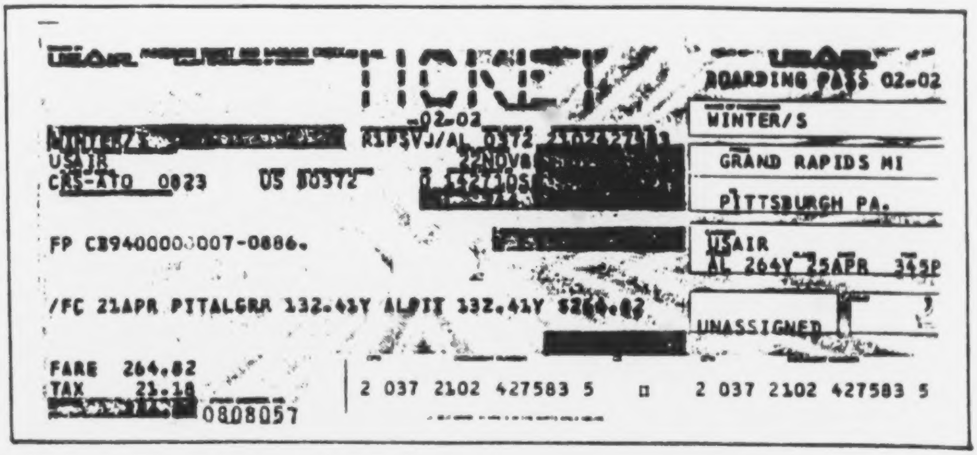
1 037 2102 427550 3

PAS RTD:

2102 427 550 CB 86.00 AP IE SN

REISSUE - REFUND DUE

Mr. S. Winter had this ticket:



TICKET
02-02
[redacted] R1PSVJ/AL 0372 [illegible]
USAIR 22NOV8 [redacted]
CRS-ATO 0823 US 80372
FP CB9400000007-0886. [redacted]
/FC 21APR PITALGRR 132.41Y ALPIT 132.41Y $264.82
[redacted]
FARE 264.82
TAX 21.18
[redacted] 0808057
2 037 2102 427583 5 □ 2 037 2102 427583 5

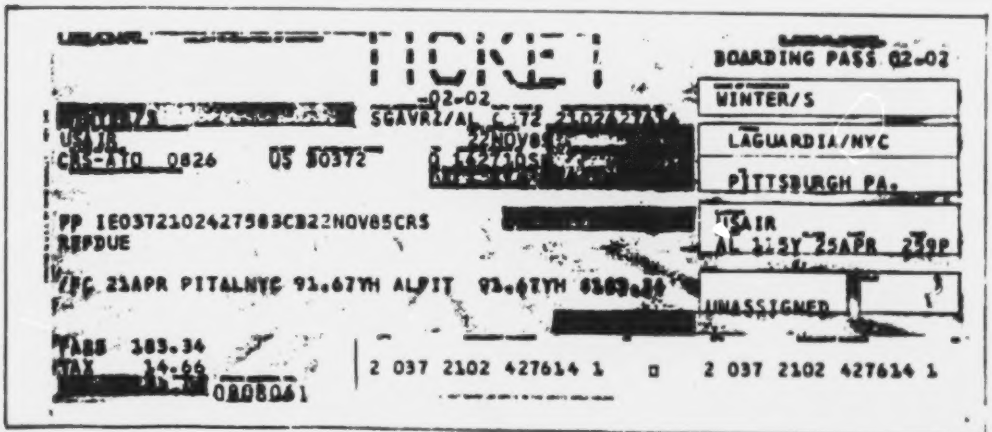
BOARDING PASS 02-02
WINTER/S
GRAND RAPIDS MI
PITTSBURGH PA.
USAIR
AL 264Y 25APR 345P
UNASSIGNED

NOW: Instead of going to Grand Rapids, he has to go to LGA. His old ticket is worth $286.00. The new itinerary PIT-LGA-PIT is $198.00; therefore, he gets a refund of $88.00.

The entry is G$IE0372102427614CB22NOV85CRS RETURN (opt)
REFDUE

```
1. 1WINTER/S
1 AL 250Y  21APR  PITLGA  HK1  310A  915A
2 AL 115Y  25APR  LGAPIT  HK1  320P  436P
FONE-PITPWCT
TLT-TL30
RMKS--CUST SERV TEST PNR
```

And his new ticket looks like this:



TICKET
02-02
[redacted] SGAVRZ/AL 0372 [illegible]
USAIR 22NOV8 [redacted]
CRS-ATO 0826 US 80372
FP IE0372102427583CB22NOV85CRS [redacted]
REFDUE
/FC 21APR PITALNYC 91.67YH ALPIT 91.67YH $183.34
[redacted]
FARE 183.34
TAX 14.66
[redacted] 0808061
2 037 2102 427614 1 □ 2 037 2102 427614 1

BOARDING PASS 02-02
WINTER/S
LAGUARDIA/NYC
PITTSBURGH PA.
USAIR
AL 115Y 25APR 239P
UNASSIGNED

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PREPAID - REISSUE WITH ADD COLLECT

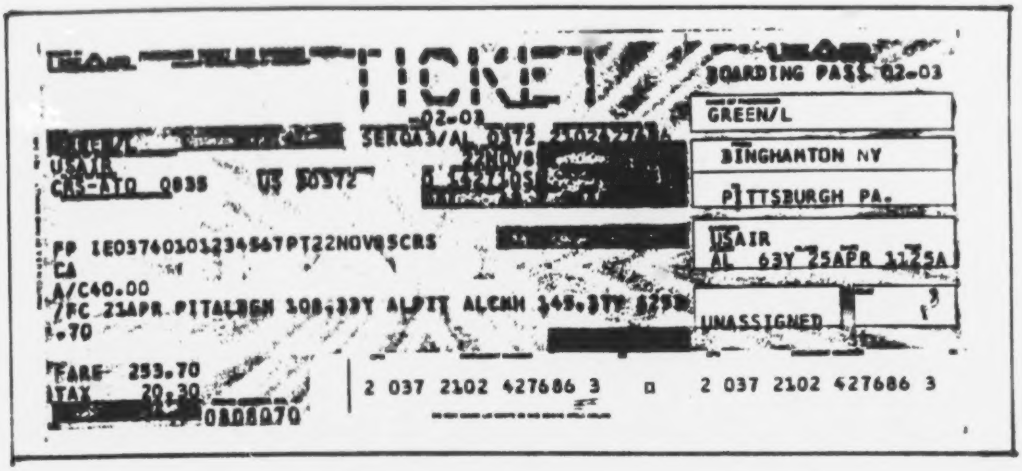
Original PNR:

```
  ..1GREEN/L
  1 AL 378Y 21APR PITBGM HK1    845A 1034A
  2 AL 266Y 25APR BGMPIT HK1   1125A  115P

FONE-PITPWCT
TLT-TL30
RMKS-THIS IS A CUST SERV TEST PNR
```

To generate ticket: G$PT

Original Ticket:



TICKET

02-03

[redacted] SEKOA3/AL 0372 [illegible]

USAIR

CAS-ATO 0835   US 00372

22NOV8 [redacted]

FP 1E03740101234567PT22NOV85CRS [redacted]

CA

A/C40.00

/FC 21APR PITALBGM 108.33Y ALPIT ALCMH 145.37Y $253

.70

FARE 253.70

TAX 20.30

[redacted] 0808070

2 037 2102 427686 3   2 037 2102 427686 3

BOARDING PASS 02-03

GREEN/L

BINGHAMTON NY

PITTSBURGH PA.

USAIR

AL 63Y 25APR 1125A

UNASSIGNED

Mr. Green now wants to connect in PIT and continue on to CMH.

The new fare is	274
The original fare was	234
The Additional Collection is	$40

The new PNR:

```
    1. 1GREEN/L
    1 AL 378Y  21APR  PITBGM  HK1   845A  1034A
    2 AL 266Y  25APR  BGMPIT  HK1  1125A   115P
    3 AL 325Y  25APR  PITCMH  HK1   220P   303P
   FONE-PITPWCT
   TLT-TL30
```

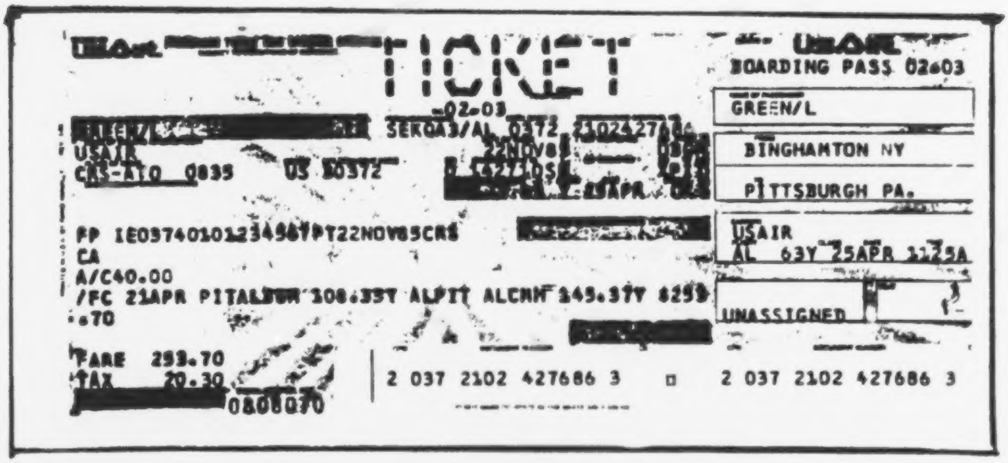
To generate the ticket:

```
G$IE0374010123456PT22NOV85PIT           (RETURN)
  |__________________|
13 digit ticket number

CA                  (RETURN)

A/C40.00            (ENTER)
```

New Ticket:



TICKET

02-03

[redacted] SERQA3/AL 0372 2102427686

USAIR 22NOV85

CRS-ATO 0835 US 80372 S 642710S

[redacted] 25APR

FP IE03740101234567PT22NOV85CRS [redacted]

CA

A/C40.00

/FC 21APR PITALBGM 108.33Y ALPIT ALCMH 145.37Y 8253

.70 [redacted]

FARE 253.70

TAX 20.30

[redacted] 0808070

2 037 2102 427686 3 □ 2 037 2102 427686 3

BOARDING PASS 02-03

GREEN/L

BINGHAMTON NY

PITTSBURGH PA.

USAIR

AL 63Y 25APR 1125A

UNASSIGNED

NOTE: IF THE ORIGINAL TICKET WAS PAID FOR BY A PTA, ANY REISSUE USE THE 13-DIGIT TICKET NUMBER WITH PT AS THE ORIGINAL FORM OF PAYMENT.

IF THERE IS AN ORIGINAL UNUSED PTA AND AN ADD COLLECT (ADC) PREPAID ON THE PNR JUST ENTER G$PT. PACER WILL PUT BOTH NUMBERS ON THE TICKET.

REISSUE REVIEW

G	Ticket Command
$	Form of Payment Code
IE	Reissue Form of Payment Code
0372102434229	Old Ticket/PTA Number 13 digits
AX	Original Form of Payment, CA, CK, PT, AX, CB, IK, VI, OT
22NOV85	Date of Original Issue
PIT	Place of Original Issue

```
G$IE0372102434229AX22NOV85PIT
```

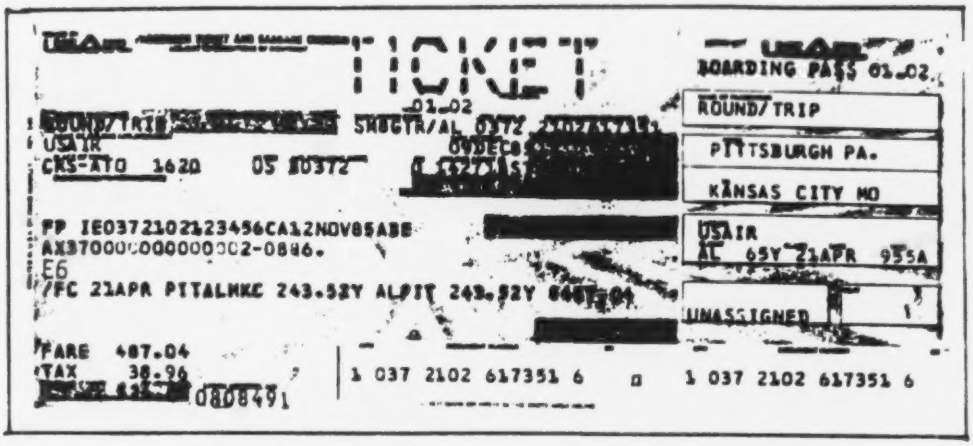
EXTENDED FORM OF PAYMENT

At the present, American Express, Carte Blanche, and Diners Club are the only three types of credit cards in which a customer can request extended payment. Enter the credit card number carriage return "E" for extended payment on Carte Blanche or Diners Club. If using American Express, use carriage return E3, 6, 9 or 12. This information is then transmitted to the credit card company for billing purposes.

```
 1. ROUND/TRIP
   AL  65Y 21APR PITMCI HK1    955A 1104A
 2 [illegible]  65Y 24APR MCIPIT HK1    540P  924P
PONE-[illegible]
TKT-[illegible]
RMKS--CUST SVC TRNG PNR
```

ENTRY: G$370000000000002*886 RETURN
E6

Ticket:

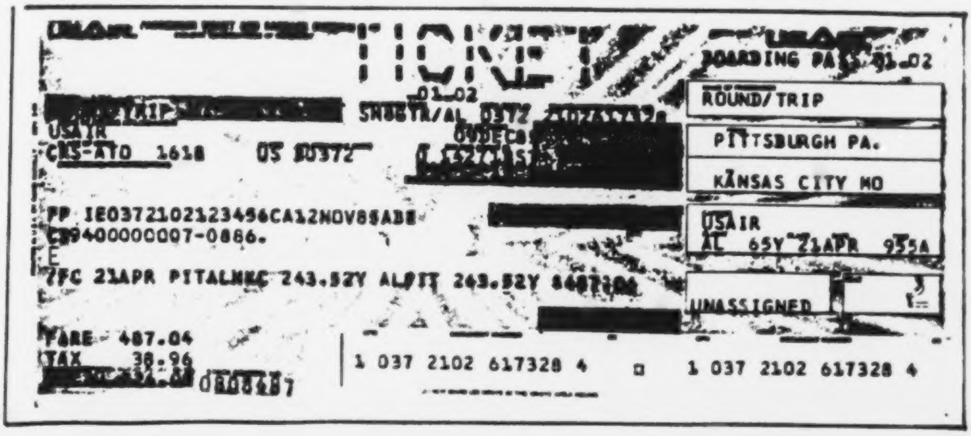


TICKET
01 02
[redacted] SNBGTR/AL 0372
USAIR
CKS-ATO 1620 05 80372
[redacted]
FP IE0372102123456CA12NOV85ABE [redacted]
AX370000000000002-0886.
E6
/FC 21APR PITALMKC 243.52Y ALPIT 243.52Y [illegible]
[redacted]
FARE 487.04
TAX 38.96
0808491
1 037 2102 617351 6 □ 1 037 2102 617351 6

BOARDING PASS 01 02
ROUND/TRIP
PITTSBURGH PA.
KANSAS CITY MO
USAIR
AL 65Y 21APR 955A
UNASSIGNED

ENTRY: G$9400000007*886 RETURN
E

Ticket:



TICKET
01 02
[redacted] SNBGTR/AL 0372
USAIR
CKS-ATO 1618 05 80372
[redacted]
FP IE0372102123456CA12NOV85ABE [redacted]
C9400000007-0886.
E
/FC 21APR PITALMKC 243.52Y ALPIT 243.52Y [illegible]
[redacted]
FARE 487.04
TAX 38.96
0808287
1 037 2102 617328 4 □ 1 037 2102 617328 4

BOARDING PASS 01 02
ROUND/TRIP
PITTSBURGH PA.
KANSAS CITY MO
USAIR
AL 65Y 21APR 955A
UNASSIGNED

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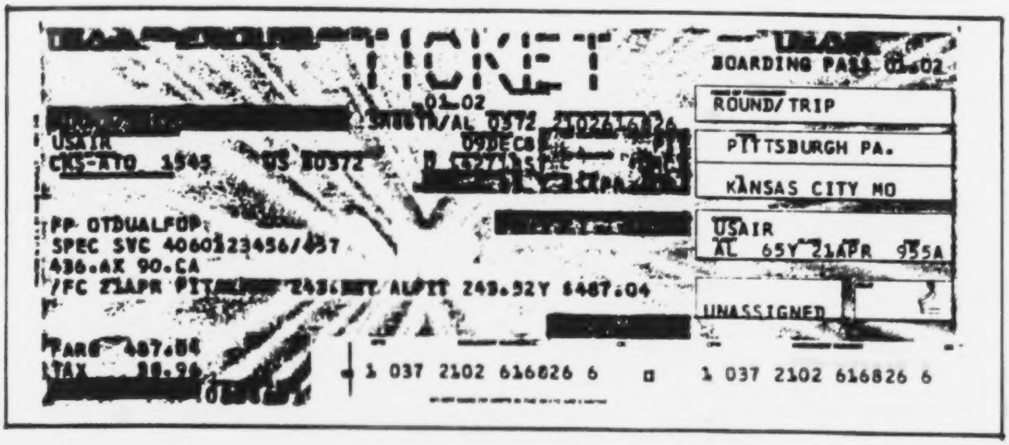
DUAL FORM OF PAYMENT

Occasionally passengers will pay for their tickets with two forms of payment. When this occurs the best method of accounting for the payment is to computer print the ticket by using OTDUALFOP as the form of payment, using Special Service ticket for each payment and enter into P.A.S. with RTA entries.

```
  1. 1ROUND/TRIP
  1 AL  65Y 21APR PITMCI HK1   955A 1104A
  2 AL   8Y 24APR MCIPIT HK1   540P  824P
 FONE-PITPWCT
 TKT-T/25NOV
 RMKS--CUST SVC TRNG PNR
```

1st Entry: G$OTDUALFOP RETURN
SPEC.SVC4060123456/457 RETURN
436.AX90.CA

Ticket:



TICKET

[redacted]
USAIR
CKS-ATO 1545 US 00372

01.02
348678/AL 0372 2102616826
09DEC8
[redacted]

FP OTDUALFOP
SPEC SVC 4060123456/457
436.AX 90.CA
/FC 21APR PIT[illegible] 243.52Y $487.04

FARE 487.04
TAX 38.96
[redacted]

1 037 2102 616826 6

BOARDING PASS 01.02
ROUND/TRIP
PITTSBURGH PA.
KANSAS CITY MO
USAIR
AL 65Y 21APR 955A
UNASSIGNED

1 037 2102 616826 6

Entries to add amounts and each Form of Payment to PAS:

2nd Entry: RTA4060123456/$370000000000002/F436.00 ENTER

3rd Entry: RTA4060123457/$/F90.00 ENTER

P.A.S. REPORT

```
                    CRS  QUO  ST  09DEC  TOTALS  STN #     1556

                    7777  .20  1    CA   100.00  AP             ST
                    7777  .20  2    CA    80.00  AP             ST
                    7777  .20  3    CA    30.00  AP             ST
                    7777  .20  4    CA    30.00  AP             ST
                    2102  613  687  CB   628.00  SP             ST
1st Entry ---- 2102  616  826       526.00  SP      OT     ST
2nd Entry ---- 4060  123  456  AX   436.00  AP             ST
3rd Entry ---- 4060  123  457  CA    90.00  AP             ST

                    **************************************************************
                    $$        90.00* CU           * LQ    154.00 * mS
                    PG             * CA           * BR     75.00 * OV
```

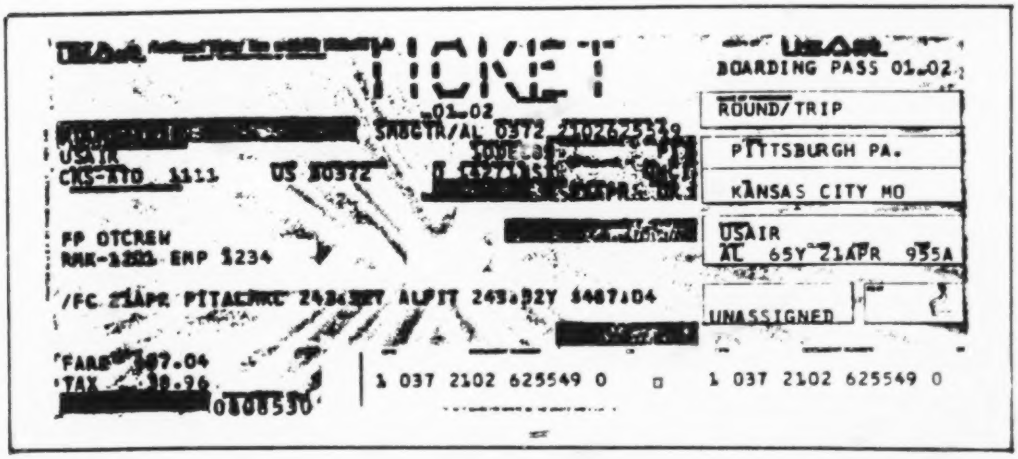
OT AS A FORM OF PAYMENT

```
.. ROUND/TRIP
 AL  65Y 21APR PITMCI HK1   955A 1104A
2 AL   8Y 24APR MCIPIT HK1   540P  824P
FONE-PITPWCT
TLT-TL30
RMKS--CUST SVC TRNG PNR
```

ENTRY: G$OTCREW RETURN
RMK-1201EMP1234

Authorization Number

Ticket:



TICKET

01.02

[redacted] SN8GTR/AL 0372 2102625539

USAIR

CKS-RTD 1111 US 80372 [redacted]

[redacted]

FP OTCREW
RMK-1201 EMP 1234

/FC 21APR PITALMKC 243.52Y ALPIT 243.52Y $487.04

[redacted]

FARE 487.04
TAX 38.96
[redacted] 0808530

1 037 2102 625549 0

BOARDING PASS 01.02

ROUND/TRIP

PITTSBURGH PA.

KANSAS CITY MO

USAIR
AL 65Y 21APR 955A

UNASSIGNED

1 037 2102 625549 0

NOTE: THIS DOES NOT LOG INTO CASH (RTD$) OR CREDIT CARD (RTD$CC) SECTIONS OF P.A.S.

```
  CRS   LOG   ST   10DEC   TOTALS   STN #    1 1112

[illegible]  625  549        526.00  SP      OT       ST

*************************************************************
$$              * CU              * LO             * MS
PO              * CA              * BR             * OV
EB              * US              * WI             * SH
PA              * AZ              * LO             * MD
KN              * IN              * LS             * XA
PT              *                 *                *
LT              *                 *                *
                *                 *                *
                *                 *                *
                *                 *                *
                                                   *
 $1 000                                             RT
*************************************************************
DISPLAY FOR CREDIT CARD CHARGES BELOW:***********************
*************************************************************
*************************************************************
CC              * CU              *                *
PQ              * CA              *                *
EB              * US              *                *
PA              * AZ              *                *
KN              * IN              *                *
PT              * MS              *                *
LT              *                 *                *
                                                   *
```

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Void Ticket Entry/No Ticket Printed

Occasionally a ticket or coupons of a ticket do not print but do record in PAS. The procedure is:

1. Void ticket number in PAS

   AGENT ENTRY: RTC415/VO

2. Enter explanation in Remarks

   RTSR/A/INITIALS/AGENT'S VALIDATOR PLATE NO/TICKET # RECORDED BUT DID NOT PRINT

   EXAMPLE: RTSR/A/02/2102123456 RECORDED BUT DID NOT PRINT

Voiding a Ticket in Error

If you make a mistake and the PAX is gone ---

1. Put the explanation in Remarks. (RTSR/A/INITIALS/AGENT'S VALIDATOR PLATE NO/ VOID TICKET # RECORDED IN ERROR)
2. To balance your money/charges make a manual change, write in pen to CT or RT total when you close out.
3. Accounting will correct the error.
4. *DO NOT* make up a ticket number.
5. *DO NOT* put in miscellaneous credits.

NOTE: ALL UNUSED TICKETS REGARDLESS OF F.O.P. MUST BE VOIDED IN PAS. DO NOT FORGET TO VOID TICKETS WITHOUT CHARGE AND THOSE PAID FOR BY CREDIT.